

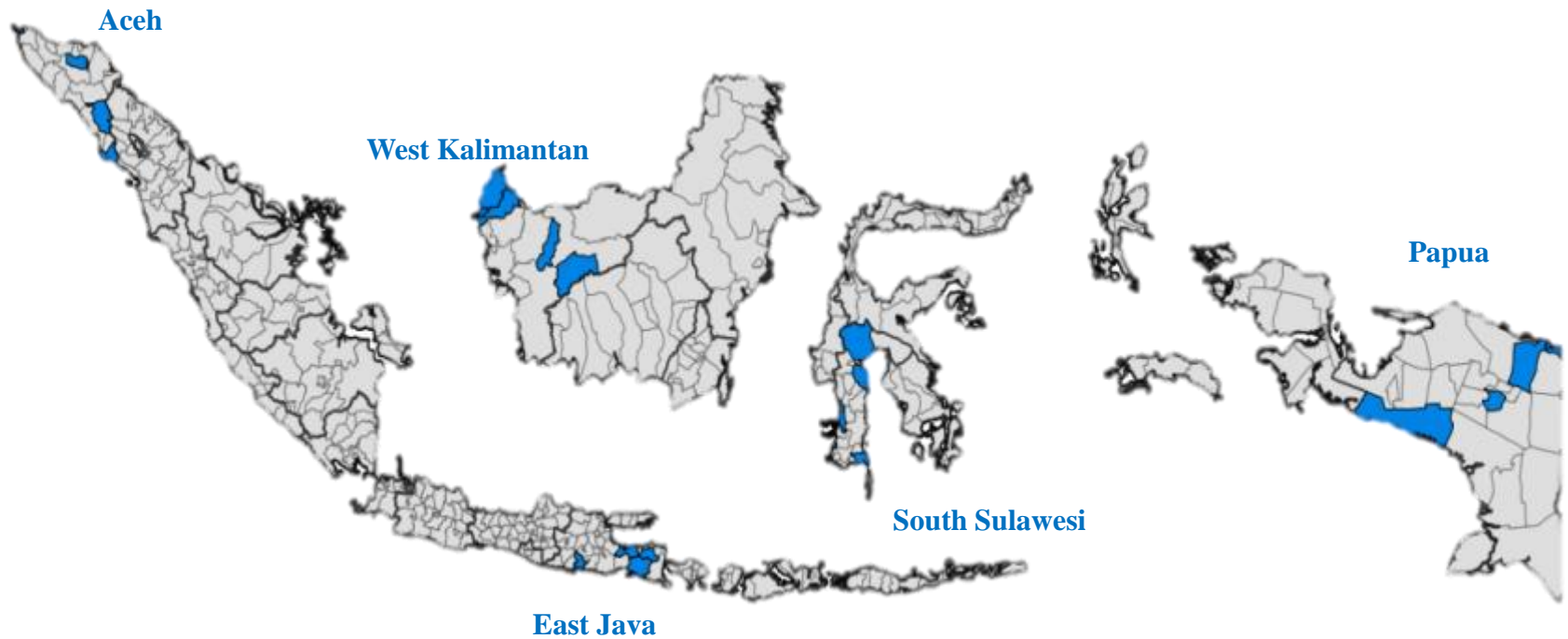
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**KINERJA** is a governance program focused on improving public service delivery in Indonesia.

The program works with local governments (including PPID – Information and Documentation Official) related to Freedom of Information Issue) to make service delivery (on health, education and business licensing) more responsive to the needs of its users, while also working with civil society, communities, and the media to build their capacity to demand higher quality services from their governments.

IMPLEMENTED BY RTI INTERNATIONAL AND PARTNERS

# Our Sites



# Multi Stakeholder Forums as partners to Local Governments Agencies



Kinerja works to bring together a diverse range of stakeholders, from government officials and health-care workers to traditional leaders, religious figures, NGOs and members of the public, to advocate for policy changes and oversee their implementation.



# **Our Approach - Promoting Accountability of Public Service Delivery**

## **Demand Side – Complaint Handling Mechanism**



**Community members complete complaint survey. Through complaint handling mechanism, public service providers obtain public feedback, assisting them to develop programs which meet the citizens' demands.**

# Our Approach - Promoting Accountability of Public Service Delivery

## Demand Side – Service Charters



Kinerja supported community clinics (*puskesmas*) in Aceh Tenggara sign their service improvement pledges (service charters) as a response to complaint survey.



# Our Approach - Promoting Accountability of Public Service Delivery

## Supply Side – Transparent Government



Kinerja trains local government agencies to utilize empirical data for planning and budgeting

# Work with Government



**Introduce Quality Standards and tools**



# Media as Cross Cutting Issue



A citizen journalist trained by Kinerja's partner, Forum Lenteng, conducts an interview in Wamena, Papua. As part of its efforts to support good governance in public service delivery, Kinerja seeks to strengthen community voices in raising issues of public concern.

# Our Approach - Promoting Accountability of Public Service Delivery

## Demand Side – Citizen Journalism



Community members seek public information at a local government agency. Kinerja encourages citizens to use access to information and request public data regularly.

# Our Approach - Promoting Accountability of Public Service Delivery

## Media makes noise



An anchor of a radio community in West Kalimantan is reading news from the citizen journalists. Kinerja trains citizen journalists use various media channels to raise their concerns about public service delivery.



## Examples of Achievements

- As part of a broader campaign to increase breastfeeding, Kinerja partner Puskesmas in East Java, backed out of its contract with a **formula milk** company. As of May 2013, the clinic's staff is no longer permitted to serve as distributors for the product. Oversight is done by MSF
- The implementation of **public complaint surveys** has become a pre-condition for achieving BLUD (financial autonomy) status in the district of Sambas, West Kalimantan
- Trained midwives partnered with **traditional birth attendance** in Singkil, Aceh to support safe deliveries.
- **Warung Kopi** helped setting the ground for relocation of more than 500 teachers in Luwu Utara and Barru, South Sulawesi, to remote villages.

# Implementing the RTI Law in Indonesia

## **The objectives of this Act are centered**

- on securing the rights of Indonesian citizens to public information,
- improving the transparency of the process of decision making and reasoning behind policies.

## **The Act aims:**

- to increase participation of the public in the political process,
- foster a new era of good governance – defined by its openness, efficiency and accountability
- improving the sciences and information management



# Intension of FOIA

**FOIA was to enable citizens to discipline state institutions by bringing malpractices to light.**

- Obliges all bodies and government institutions on district, province and national level to provide citizens with information about almost every aspect of their operations.
- Sets up 'information commissions' as appeal bodies
- Obliges government to designate staff as information officers
- Prescribes penalties for failure to provide requested information



# Situation of Information Access in 2011

- 2011, Kinerja partner TAF/Seknas Fitra conducted 'access test' requesting information from local government agencies; more than half requests were denied/ignored
  - Low level of awareness of officials about the FOIA and their role in implementing it.
  - Lack of public awareness about their right to information.
  - Lack of an operative sanction mechanism
- Local and provincial governments have been hesitant in appointing information officers and setting up information commissions. While the law requires each provincial government to institute an information commission, only few provinces have complied.
- District government information officers receive very few requests.

# **Our Supports for Public Information Offices (PPID) – Improving Responsiveness**

- Supported the establishment of local regulations that accelerated FOIA supported the legal establishment of PPID
- Developed operational guidelines, categorized information that should be available to the public, established system for documenting information requests and improves its responsiveness to public inquiries,
- Supported the establishment of PPID forums, enabling them to share knowledge and experiences in providing public information

# **Our Supports for Public Information Offices (PPID) – Improving Public Access to Information**

- Raised public awareness and conduct promotions on the use of freedom of information
- Encouraged regular meetings of PPID with other SKPD, Media and MSF
- Encouraged researchers and journalists to use access to information and request public data regularly to build their advocacy messages on reliable data.
- Collaborated with Web Foundation to cooperate with Kinerja on the OGP Pilot in Banda Aceh



## Linking Freedom of Information and Open Data for Greater Transparency and Participation in Banda Aceh

- Assessed the data needs of civil society organizations (CSOs) and their constituents
- Matched with information disclosure practices of the city government; Support the city government in understanding the key priority information and data needs of CSOs and their constituents;
- Increased the capacity of CSOs to understand, use, and translate government data into actionable information for the use of citizens and disseminate these for wider impact.

# Contact Us

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