

IMPLEMENTATION OF LAPOR! IN MINISTRY OF LAW AND HUMAN RIGHTS



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MINISTRY OF LAW AND HUMAN RIGHTS

- 11 Working Units → **4 working units do public services:**
 - Directorate General of Immigration
 - Directorate General of Correction
 - Directorate General of Legal Administration
 - Directorate General of Intellectual Property
- 33 Regional Offices
- 1.033 Technical Implementation Unit Offices
- 43.529 Employees
- Vision : “People Have Legal Certainty”



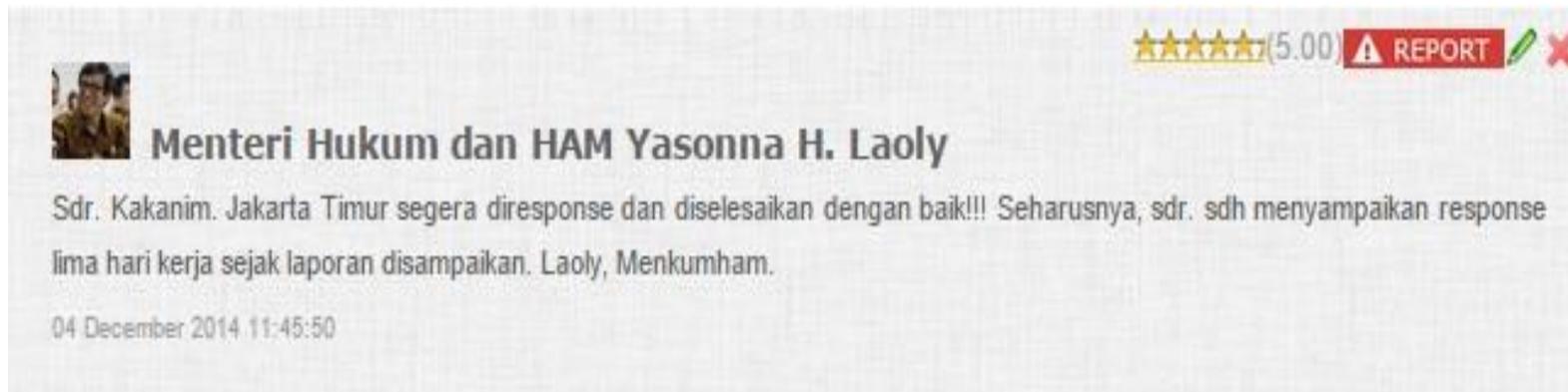
HISTORY OF LAPOR! IN MINISTRY OF LAW AND HUMAN RIGHTS

- 2012: LAPOR! started and handled by Bureau of Planning
- 2013: LAPOR! moved to Bureau of Public Relation
 - Administrator in Bureau of Public Relation
 - Operator Officer in every offices
- 2014: Election → new Ministry
 - More committed (directly involved)
- 2015: Handling LAPOR! is stated in Regulation of Ministry of Law and Human Rights No. 29 Year 2015 on Organization and Working Procedures of the Ministry. Effect:
 - Duties of govt employees more clear
 - Budget for Socialization and Promotion
- 2017: Win Public Service Award of LAPOR! because faster response (<5 days) when handling citizen reports.



MINISTER INVOLVE DIRECTLY

- 24 Nov 2014: Report sent to Ministry of Law and Human Rights
- 4 Dec 2014: In 5 days, the case wasn't solve yet and Ministry directly command subordinates to handle the case more fast



USING LAPOR!, WE CAN...

- **Monitor Public Service Directly**
 - Superiors to subordinates can involve in handling citizen's report
- **Give Certainty for Citizen**
 - Time (must response aspiration/complaint in 5 days)
 - Cost (minimizing illegal charge)
- **Create Innovation**
 - New policy because citizen's report
 - Example:
 - Difficulties in renew passport
 - New regulation and operational procedure



TIPS FOR BETTER PUBLIC SERVICE

- **Mindset Change**

- Citizen is our partner for better performance

- **Commitment**

- Behavior change must be done simultaneously

- **Convincing the Leader**

- When there is new leader, longtime employee need to convince the need of LAPOR!



I Wanted To Change The World

When I was a young man, I wanted to change the world.

I found it was difficult to change the world, so I tried to change my nation.

When I found I couldn't change the nation, I began to focus on my town. I couldn't change the town and as an older man, I tried to change my family.

Now, as an old man, I realize the only thing I can change is myself, and suddenly I realize that if long ago I had changed myself, I could have made an impact on my family. My family and I could have made an impact on our town. Their impact could have changed the nation and I could indeed have changed the world.

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