

A woman in a red shirt is seen from behind, holding a large black megaphone above her head with both hands. She is standing in a crowded public square or street. In the background, there are multi-story buildings, some with balconies, and a large stone archway. Other people are visible, some wearing red hats and holding red flags. The scene appears to be a public demonstration or gathering.

MAKING ALL
VOICES COUNT

A GRAND CHALLENGE
FOR DEVELOPMENT

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How we work

Making grants to develop new ideas and to support scale-up

Capacity-building so that funded partners can access technology and research experts who act as mentors

Carrying out and commissioning research to help understand what works in technology-supported governance projects

Catalysing global action, so that our learning supports improved policy and practice

MAVC and OGP

Bridging Top-Down with Bottom-Up

Bringing CSO's together to enable, amplify and channel citizen voices to secure government accountability and responsiveness

How technology can be used to create and support change

MAVC in Indonesia

Thematic area:

“Improving Public Service delivery through Open Data and Village Law”

Grantees in Indonesia: 20 projects from 18 organisations

Innovation: 8

Scaling: 6

Research: 6

Country Learning Engagement and Planning

Desired outcome

Government responsiveness in the different layers of invited spaces, national and sub-national, aimed at improving public service delivery through citizen engagement using IT platforms

Target group

Civic tech activists and MAVC grantees, Individuals from active civil society, government, partners network, donors in T&A, government agencies that have partnership with CSOs in Indonesia OGP National Action Plan, donors and other supporters of transparency and accountability work

Change Pathways

Infomediation:

Using expert actors (in data literacy or digital software/hardware) to facilitate interactions between governments and citizens. This is done through making the inaccessible government data accessible for citizens and transforming citizen stories and comments into presentable data for decision-makers.

Intermediation:

Intermediaries work with citizens as the go-betweens using technologies to strengthen their voices to achieve government responsiveness. Intermediaries use their expertise in navigating power relations and social relationships between the government and the citizens.

Case Study: Suara Kita “Our Voice”

Project to:

- 1. Enhance women’s participation in decision making and to play a role in shaping policies**
- 2. Improve village authorities’ capacity for inclusive and participatory governance**

What and How

What: Confidence

How: Anonymity

What: Communication

How: Engagement, Trust, Openness

What Works

Offline Engagement

**ICT tools to support offline
initiatives**

What Doesn't Work

**Depending on citizens to use the
technology tools without CSOs
taking the role of advocacy**

Why?

- **The complementary roles of online and offline initiatives is the bridge that connects bottom up to top down approaches**
- **These approaches are the only way to ensure trust, engagement and openness are maintained**
- **This becomes the catalyst for Open Government and the move towards Transparency and Accountability**