

# INDONESIA

## SOLICITING CITIZEN FEEDBACK ON PUBLIC SERVICES

Following his inauguration to his second term in 2009, President Susilo Bambang Yudhono formally created the President's Delivery Unit for Development Monitoring and Oversight, known by its Indonesian abbreviation as UKP4. The idea was that the Unit would be his "eyes, hands and ears" in delivering his campaign promises and ensuring the implementation of Indonesia's development plans, according to Nirarta Samadhi, Deputy V at UKP4. With the backing of the President, the Unit embarked on its role to monitor and track ministries' progress in meeting goals in their annual plans.

### FEATURES OF THE INITIATIVE

The team at UKP4 was small and with an ambitious tracking program of hundreds of ministry projects, the task seemed gargantuan. It was then that the UKP4 decided to invite the public to contribute, thus giving birth to LAPOR! which means REPORT!. It is a complaint and aspiration handling online service that allows citizens to submit reports on national development works and public services. Following Indonesia's OGP membership in 2011, LAPOR! naturally became one of the frontrunners in fulfilling its commitments around transparency, public participation and innovation.

Using a variety of media such as the [LAPOR! website](#), text messaging and

mobile applications, citizens can report on anything from bribe requesting public officials to damaged bridges and teacher absenteeism. The website allows users to even upload pictures or videos of the reported misconduct. After the report is filed, the UKP4 takes three working days to validate it for accuracy and then transfers it to the relevant ministry or government agency. The institution formulates a response within five working days and reports back through the website, which generates an SMS or email notification to the complainant informing them of the action taken. If there is no feedback from the complainant within 10 days, the system closes the case.

### FACING CHALLENGES

Having a fast bi-directional exchange between the government and citizen means that the system needs to be highly efficient in sifting through the right citizen complaints and also ensuring timely responses from government agencies. Since Indonesia is very well connected in terms of cell-phone and Internet usage, LAPOR! experiences very high traffic. For example for June-July 2013, which was the period of a special campaign of complaint handling for the use of a fuel subsidy cut, there were over 6000 reports per day. But the LAPOR! team says that on average, only about 6-14 percent of reports received are validated per month. This is because

many of the reports are incomplete, inaccurate and consist of general sentiments. The LAPOR! team screens reports for the 'five w's and one h' (who, what, when, where, why and how) to validate the complaints. The ones that don't make the cut are archived into a collective sentiment report.

The second challenge is integrating all local governments into LAPOR! to respond to complaints. As of now, 64 ministries and government agencies and one provincial government — Jakarta, are cooperating with LAPOR!. However, given the presence of a regional autonomy bill, the choice of being integrated to LAPOR! hinges upon the will of the provinces. If a report is made about a provincial government that is not currently cooperating with LAPOR!, the team simply advises the complainant about the normal bureaucratic procedure to make a report. As for the central government, LAPOR! conducts tri-monthly progress reports and presents them to the heads of each ministry and agency. Since the progress reports are comparable across different ministries, the competition is a great incentive to



LOGO OF LAPOR!

increase the rate of response to reports. If a valid report is not responded to within one month, the LAPOR! team reports this to the President's office, again creating a disincentive for non-compliance.

BOX 1

The LAPOR! team screens reports for the 'five w's and one h' (who, what, when, where, why and how) to validate the complaints. The ones that don't make the cut are archived into a collective sentiment report.

## EARLY RESULTS

Since June 2012, the LAPOR! team has validated over 12 thousand reports, and 78 percent of those have either been investigated or solved. One citizen complained about potholes in a particular street in Jakarta, which was forwarded to the Jakarta Public Works Department. Within a week, the potholes were repaired and a notification with image attachments was sent to the complainant. Another example of a complaint on damaged roads, which is still being processed, is shown below.

## MAXIMIZING OPPORTUNITIES

LAPOR! is already beginning to look like a prototype of an Access to Information law in overdrive. That it has immense potential to change the way government and citizens interact with each other is evident. Agung Hardjono, Deputy III at UKP4, who oversees LAPOR! explains that the initiative's inherent design allows a well-connected citizenry to realize its benefits rather quickly. First, its ease of access ensures that anyone in urban and rural areas can report their complaints. The Android, Blackberry and iOS apps are used mostly in the urban areas while the rural populations rely on using SMS.

Second, the integrated system allows users to virtually place complaints in one portal rather than spending time finding the right local authority and physically visiting the institution. Third, every validated report and its follow-up is featured on LAPOR!'s website, allowing people to track the progress of their reports. "Interwoven with the use of social media platforms, these factors generate immediate responses and thus help in gaining the public's trust in government", says Hardjono. The heightened public confidence in institutions may well become a political incentive for all levels of government to incorporate LAPOR! as part of their service delivery.

**Damaged Roads In South Jakarta**

**REPORT:**  
Dear. Provincial Government of DKI Jakarta, some time ago I had reported the damage to the road conditions at the Jakarta Public Works Department through the twitter account, and responded that it would soon be followed up (twitter replies by Public Works Department on June 20, 2013 - proof attached screenshot). But what may make, until today (Friday, July 12, 2013), damage to several roads are still not followed up. Some streets that I report via twitter when it is:

1. Damage to roads in East Tebet Raya JL (right in front of Wisma Banten) - a few months ago had improved but now back shattered.
2. Large hole in the front of the U-turn Tebet train station, causing long queues of vehicles each his afternoon
3. Ps underpass Sunday (2 underpass) poor condition and many holes - but never repaired a few months ago but it broke down. Please follow up of related agencies, thank you

**ANNEX:**

**TRACKING ID #:** 943 927  
**USER:** Sharif A  
**PLATFORM:** Website  
**DATE:** 15 July 2013 10:01:11  
**CATEGORY:** Infrastructure  
**AREA:** South Jakarta  
**STATUS:** Active

[TWEET](#)  
[SHARE](#)  
[EMAIL](#)  
[PRINT](#)

A COMPLAINT ON THE LAPOR! WEBSITE