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# Online consultation with Member States

## Survey response 1

### Information details

Name of the State:
Indonesia
The institution responding to the survey:
Permanent Mission of the Republic of Indonesia

### Questions

<p>1. What innovative practices did authorities in your state adopt to facilitate civil society's input to decision-making during the COVID-19 crisis, including through online channels? (Maximum limit: approximately 5,000 characters with spaces)</p>
<p>Since the start of the COVID-19 pandemic, the Indonesian government has promoted a "whole of government, whole of society" approach in tackling the pandemic. This entails that all stakeholders; all levels of government, as well as civil society, are tasked and mobilized to contribute in their respective capacities.</p> <p>The Government of Indonesia (Gol) believes that in a health emergency situation, civil society are well-positioned to identify vulnerable communities, due to their proximity to people. They have familiarity with local conditions to design appropriate response actions.</p> <p>At the same time, local government officials, in particular local health officials, are more well-placed to adopt rapidly changing circumstances during large-scale pandemics. Furthermore, they can put in place prevention mechanisms as well as resiliency plans that can reduce the impact of an emergency on local populations.</p> <p>In this context, the resilience of local governments and civil society during the COVID-19 pandemic, is an important determinant of the success of pandemic response.</p> <p>In practical terms, the Gol, with the support of the WHO, has conducted an Intra-Action Review (IAR) for the COVID-19 response in Indonesia. IAR is defined as a country-led, facilitated discussion that allows national and subnational stakeholders of the COVID-19 response to (i) reflect on actions being undertaken to prepare for and respond to the COVID-19 outbreak at the country level in order to identify current best practices, gaps, and lessons learned, and (ii) propose corrective actions to improve and strengthen the continued response to COVID-19.</p> <p>As part of the national COVID-19 response program, the Gol has on many occasions encouraged public participation in campaigning for the implementation of COVID-19 health protocols.</p> <p>Another innovative practice is the effort taken by the Ministry of Home Affairs. On 6 October 2020, the Ministry of Home Affairs issued Circular Letter no. 440/5538/S.J. on Local Government partnerships with civil society organizations in the context of COVID-19 recovery. Through this circular letter, civil society organizations are expected to also provide inputs in COVID-19 relief efforts.</p>

2. Are there innovative practices that authorities in your country used to enable safe and inclusive online participation, which encourages a diversity of participation, with a particular emphasis on underrepresented parts of civil society? (Maximum limit: approximately 5,000 characters with spaces)

In order to ensure that public aspirations, concerns, and complaints can continue to be received and heard, throughout the COVID-19 pandemic, most if not all public service agencies in Indonesia have maximized the use of online communication platforms, through their relevant websites as well as through their social media presence.

To further streamline and integrate the national public service complaint mechanism, the GoI has established a one-door online complaint system through the Sistem Pengelolaan Pengaduan Pelayanan Publik Nasional (SP4N) - Layanan Aspirasi dan Pengaduan Online Rakyat (LAPOR!), accessible through the [www.lapor.go.id](http://www.lapor.go.id) website ("lapor" being the Indonesian word for "to report"), or through the system's other channels, namely by SMS (1708); twitter 9 (@lapor1708), as well as mobile applications that can be downloaded in both Android and iOS operating systems.

Through this integrated system, anyone can submit a complaint or provide suggestions related to any public service or public policy, which will then be forwarded to the appropriate ministry or government agency.

The SP4N-LAPOR! Initiative is jointly managed by the Ministry of State Apparatus Empowerment and Bureaucratic Reform, the Executive Office of the President, and the Ombudsman of the Republic of Indonesia.

SP4N-LAPOR! is connected to 34 ministries, 96 government agencies, and 493 local governments in Indonesia.

To enable safe and inclusive participation of under-represented parts of civil society, the GoI has first and foremost worked to ensure the protection and safety of those people, namely vulnerable groups. This has become 1 of 7 Implementation Pillars under the Coordination Mechanism between the GoI and the United Nations in Indonesia.

These protection efforts have resulted in, among others, 53,019 targeted beneficiaries (women, elderly, and persons with disabilities, refugees, migrants) received direct assistance during COVID-19; 3,833,506 children and adults in 7 provinces have access to safe channels to report sexual exploitation and abuse; 350,777 children without parental or family care are provided with suitable alternative care arrangements; 61 Prisons in 7 provinces received essential supply to prevent the spread of COVID-19 and 190 drug treatment facilities and prisons across the country use SOPs according to the COVID-19 health protocol.

Additionally, in response to the outbreak of the COVID-19 pandemic, the Ministry of Law and Human Rights launched the Pos Pelayanan Komunikasi Masyarakat/Community Communication Service Post (Yankomas), which then established the Sistem Informasi Pelayanan Komunikasi Masyarakat Terhadap Pelanggaran HAM (SIMASHAM). SIMASHAM is a mobile application that enables individuals to lodge complaints related to human rights violations. Through this application, complainants are then able to able the progress of their respective complaints.

3. Do you have examples of good practice in including civil society in designing and implementing strategies to respond to the pandemic? (Maximum limit: approximately 5,000 characters with spaces)

Between 11 to 14 August 2020, WHO supported the Ministry of Health to conduct an Intra-Action Review (IAR) for the COVID-19 response in Indonesia. The IAR is a comprehensive multisector qualitative review of actions undertaken thus far in response to an ongoing emergency. It is a valuable mechanism to identify gaps and opportunities for learning and improvement to better respond to the COVID-19 outbreak.

The Indonesian IAR was undertaken as a recommendation from the fourth meeting of the International Health Regulations (2005) Emergency Committee in July regarding the outbreak of COVID-19. This meeting was convened by the WHO Director-General and it highlighted the importance of continuous collective learning by bringing together relevant stakeholders to critically and systematically analyze actions undertaken in an emergency response.

In Indonesia, the IAR comprehensively covered nine key pillars of the COVID-19 response: 1) command and coordination; (2) risk communication and community empowerment; (3) surveillance, rapid response teams and case investigation; (4) points of entry, international travel, and transport; (5) laboratory; (6) infection control; (7) case management; (8) operational and logistics support and (9) maintaining essential health services and systems. It also included special considerations for community transmission settings and low-capacity and humanitarian settings.

The IAR was held virtually from 11 to 14 August. It brought together many stakeholders from different sectors including the Ministry of Health (MoH), National Disaster Agency, Secretariat Cabinet, Information and Communication Ministry, armed forces, and representatives from Provincial Health Offices, hospitals, primary healthcare centers, civil society and other international partners such as FAO, UNICEF, UN-OCHA, IFRC, WFP and ILO.

Since the outbreak of COVID-19 and the declaration of the health emergency, Indonesia has adapted its operational response plan, conducted risk assessments and put in place numerous activities to combat the spread of disease and secure the welfare of Indonesians.

The IAR studied the response plan, reporting systems and activity implementation to identify practical areas for remediation and sustained improvement of the ongoing COVID-19 response.

Among others, recommendations resulting from the IAR included improving the command and coordination among multisectoral stakeholders at the national and subnational levels, periodic monitoring of response plan indicators (including surveillance and laboratory coordination) and better triage at health facilities to avoid exposure of patients and the health workforce to COVID-19. Enforcing the implementation and monitoring of large-scale social restrictions and empowering the community as agents for change through COVID-19 key messaging and engagement, were also deemed areas for improvement. Further, the IAR suggested to improve telemedicine to prevent COVID-19 exposure and maintain essential health services such as immunization, tuberculosis, HIV, and non-communicable diseases programs.

Alongside the IAR, The GoI has continued to utilize best practices in involving parts of civil society that have proven effective in enhancing policy implementation. This refers to the inclusion of religious leaders and religion-based organizations, as well as other prominent figures within Indonesian society.

These figures play a critical role in the community as they are involved in many aspects of life and have become the voice of reason that people seek advice and guidance from, especially through challenging times. Collaboration with these figures have become an effective method to not only advocate and disseminate Government policies, but also gather perspectives and aspirations of their followers and civil society in general.

Academia have also been a part of civil society that have played an incremental part of Indonesia's COVID-19 response. The valuable work of academia has ranged from development of communication strategies and clinical tools such as diagnostics, therapeutics and vaccines, to heading the Expert Group of the national COVID-19 Task Force.

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4. Do you have examples of innovative steps taken to minimise the impact of measures imposed during the pandemic, including emergency measures, on the free and safe functioning of civil society and on public freedoms (of expression, access to information, assembly, and association) as well as on the protection of personal data and privacy? (Maximum limit: approximately 5,000 characters with spaces)

The right to freedom of peaceful assembly and to the freedom of expression is guaranteed under article 28 of the Indonesian Constitution. The right to peaceful protest is guaranteed and governed by Law No. 9 of 1998 on the Freedom of Public Expression.

While the size of physical participation in public freedoms of expression and assembly were restricted in Indonesia during the height of the COVID-19 pandemic, freedom of expression online has continued to be guaranteed.

The Gol has taken civil society's access to information very seriously throughout the pandemic. Access to information is a prerequisite to civil society's participation in terms of the handling of the pandemic and is also vital in preventing misinformation and disinformation that may hinder effective policy implementation.

Information on the pandemic has been distributed in various methods of communication, emphasizing the inclusiveness of the information distribution. A joint analysis conducted by the Gol and The United Nations in Indonesia estimates that COVID-19 messaging on prevention and services has reached at least 200 million people, involving more than 14 million people in risk communication and community engagement actions on COVID-19.

In implementing these communication strategies, the Gol has been working hand in hand with civil society organizations, especially with those specializing in public communication strategy and implementation. Among others, Johns Hopkins Center for Communication Programs has been collaborating with relevant Government bodies to compose and see through inclusive and effective communication policies.

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5. Did authorities in your state implement any innovative measures to protect and facilitate civil society access to resources in the COVID-19 context? (Maximum limit: approximately 5,000 characters with spaces)

The civil society access to resources (human and financial) has continued to be unimpeded despite the COVID-19 pandemic.

Generally, civil society organizations in Indonesia are categorized as either “organisasi masyarakat” or “lembaga swadaya masyarakat” (LSMs).

Organisasi masyarakat are non-profit organizations that are established based on people’s common aspirations, needs, interests, needs, and purposes.

LSMs are civil society organizations having the primary aim of providing specific services or advocacy to the community.

The rights and obligations, including the access to, and management of, financial resources of organisasi masyarakat is regulated under Law no. 17 of 2013 on Organisasi Kemasyarakatan as amended by Law No. 16 of 2017, specifically in Chapter X, Articles 37 to 38.

Meanwhile, LSMs, which take the form of foundations, are bound by Law no. 16 of 2001 on Foundations, as amended by Law No. 28 of 2004, specifically Article 26.

In both cases, civil society organizations have the freedom to receive funds from membership fees; public donations; internal business activities; donations from foreign nationals or organizations; other legitimate activities; and/or state or local government budget.

The Gol also regulates and collaborates with foreign civil society organizations to enable international cooperation and funding of development projects in Indonesia. This is also regulated under Law no. 17 of 2013 as amended by Law No. 16 of 2017 and also specifically in Government Regulation no. 59 of 2016.

Foreign civil society organizations have been playing major part of filling the gap in development in which the Gol have not yet been able to prioritize. In terms of the pandemic, the Gol have also welcomed and collaborated with foreign civil society organizations, namely through the Circular Letter on the Assistance Procedure by Foreign Civil Society Organizations in mid-2020.

Foreign Civil Society Organizations have responded very positively to the initiative and implemented a number of programs to enhance civil society’s access to resources related to the pandemic through, among others, the development of information dissemination in local languages and context, procurement of medical products and equipment and personal protective equipment, distribution of basic needs during strict quarantine, and ensure gender and disability-inclusive COVID-19 responses and recovery strategies.

Additionally, Indonesia’s national human rights institution, Komnas HAM, has also published Norms and Regulatory Standards (Standar Norma dan Pengaturan) on freedom of peaceful assembly and association.

The aforementioned Ministry of Home Affairs Circular Letter no. 440/5538/S.J. on Local Government partnerships with civil society organizations in the context of COVID-19 recovery, also enables local governments to procure goods and services from civil society organizations with the aim of enhancing public participation in COVID-19 prevention and relief.

6. Has your state identified any good practices to identify, and protect civil society from, online intimidation and attacks (e.g. online threats, harassment, organized smear campaigns etc.)? (Maximum limit: approximately 5,000 characters with spaces)

The right to freedom of expression, online and offline, is guaranteed under article 28 of the Indonesian Constitution.

Further, Law No. 19 Year 2016 amending Law No. 11 Year 2008 on Electronic Information and Transactions protects against online intimidation and attacks. Persons convicted of committing these crimes may face heavy fines and/or imprisonment.