



**MINISTER**

**OF ADMINISTRATIVE AND BUREAUCRATIC**

**REFORMS REPUBLIC OF INDONESIA**

**SPEECH**

**AT VOLUNTARY NATIONAL REVIEW DIALOG**

**WITH THE EXPERT (CEPA)**

**NEW YORK, 9 APRIL 2019**

BISMILLAHIRRAHMAANIRRAHIIM

ASSALAMU'ALAIKUM WARAHMATULLAHI  
WABARAKATUH

GOOD AFTERNOON

HONORABLE MR. CHAIRMAN

DISTINGUISHED SPEAKERS

LADIES AND GENTLEMENT

FIRST OF ALL // I WOULD LIKE TO THANK  
YOU FOR THIS OPPORTUNITY // TO SHARE THE  
EXPERIENCE OF THE GOVERNMENT OF THE  
REPUBLIC OF INDONESIA // ON SDGS NUMBER  
16.

INDONESIA IS AWARE // THAT  
FLUCTUATIONS IN NATIONAL ASPECTS // ARE  
STRONGLY STIMULATED // BY GLOBALIZATION  
AND THE INDUSTRIAL REVOLUTION FOUR  
POINT O (4.0).

WE HAVE FOSTERED COMMUNITY INTERACTION EXPERIENCES // ABOUT PUBLIC SERVICES // FROM THE PRIVATE SECTOR. // DIGITALIZATION AND VIRTUALIZATION ARE INEVITABLE // PRESENTING A NEW SOCIAL PARADIGM // THAT REQUIRED TO ANTICIPATE // AND TAKE ADVANTAGE // OF OPPORTUNITIES FOR CHANGE // TO PRESENT ADAPTIVE SYSTEMS AND GOVERNANCE.

THE NATIONAL BUREAUCRATIC REFORMS PROGRAM IN INDONESIA // HAVE BEEN UNDERGOING FOR THE LAST FOURTEEN YEARS // AS THE NATIONAL STRATEGY TO ACHIEVE QUALITY OF PUBLIC SERVICE, // AND ALSO BEING A PART OF OUR COMMITMENT // FOR SUSTAINABLE DEVELOPMENT // AND TO INCREASE TRANSPARENCY AND PUBLIC PARTICIPATION //

THE SUSTAINABILITY // OF THE BUREAUCRATIC REFORM PROGRAM // IN INDONESIA // IS IN LINE WITH THE 16TH PILLAR

OF SDG'S // THROUGH EFFECTIVE,  
ACCOUNTABLE AND INCLUSIVE GOVERNMENT  
INSTITUTIONS.

THE KEY TO THIS SUCCESS // IS  
INDONESIAN GOVERNMENT EFFORTS // TO  
BUILD A MERIT SYSTEM GOVERNMENT //  
THROUGH IT-BASED RECRUITMENT //  
IMPROVING BUDGET MANAGEMENT //  
DEVELOPING E-GOVERNMENT SYSTEM //  
ENHANCING PUBLIC SERVICE INNOVATION //  
AND ENSURING THE INTEGRITY OF THE CIVIL  
SERVICE APPARATUS.

***EFFECTIVE AND ACCOUNTABLE POINT –***  
// THE ENGINE OF REGIONAL GOVERNMENT  
AUTONOMY // IS STRONGLY BUILT // THROUGH  
THE PERFORMANCE ACCOUNTABILITY  
SYSTEM.

WITH THE REALIZATION OF MORE THAN  
NINETY PERCENT (90%) OF GOVERNMENT  
INSTITUTION PERFORMANCE

ACCOUNTABILITY IN THE CATEGORY OF "GOOD" // IS BEYOND THE TARGET OF THE INDONESIAN STRATEGIC PLAN.

IN THE LAST TWO (2) YEARS// INDONESIAN GOVERNMENT HAS ALLOCATE // SEVEN POINT FIVE (7.5) BILLIONS US DOLLARS, // FOR THE NATIONAL DEVELOPMENT PRIORITIES // AT THE CENTRAL AND REGIONAL LEVELS // THAT DIRECTLY FOCUSED FOR THE SOCIETY SATISFACTION // AND BUILDING REGIONAL INDEPENDENCY // IN INCREASING OF EMPLOYMENT, EDUCATION, HEALTH AND ECONOMY.

BUREAUCRATIC REFORMS INDEX IN PROVINCES // DISTRICTS AND CITIES // HAVE INCREASED IN QUANTITY AND QUALITY. // A TOTAL OF THREE HUNDRED AND FIFTY ONE (351) INTEGRITY ZONE PILOT UNITS WERE BUILT, // AND HAVE INCREASE IN THE INDONESIAN CORRUPTION PERCEPTION INDEX IN 2018 // TO BE RANKED AT NUMBER

THIRTY EIGHTH (38TH), // WHICH ALSO HAS AN IMPACT ON INDONESIA RANKED IN THE EASE OF DOING BUSINESS POSITION // TO THE SEVENTY SECOND (72ND) IN TWO THOUSAND EIGHTEEN (2018).

**INCLUSIVE POINTS** - // THE GOVERNMENT TOGETHER WITH THE PUBLIC AND THE PRIVATE SECTOR // ARE INVOLVED THROUGH THE OPEN GOVERNMENT SYSTEM, - ALL OF WHICH ARE PLACED // AS SYNERGISTIC SUBJECTS IN FORMULATING AND IMPLEMENTING PUBLIC POLICIES.

FOR EXAMPLE: ONE OF THE BEST INNOVATION IN PUBLIC SERVICE IN INDONESIA IS IN THE SRAGEN REGENCY IN CENTRAL JAVA //, COLLABORATES WITH PRIVATE AUTOMOTIVE COMPANIES // CREATING THE INTEGRATED POVERTY REDUCTION SERVICE UNIT.

THE PROGRAM TRAINED IMPOVERISHED PEOPLE // IN THE AUTOMOTIVE SKILLS // AND THEY WERE GIVEN EMPLOYMENT OPPORTUNITIES AFTER THEY RECEIVE THE QUALIFICATION. // THIS INNOVATION HAS SUCCEED TO REDUCE POVERTY RATE TO THREE PERCENT WITHIN FOUR (4) YEARS.

THIS INNOVATION WAS DEVELOPED NATIONALLY IN 2016 // BY OUR GOVERNMENT THROUGH THE ESTABLISHMENT OF AN INTEGRATED REFERRAL SERVICE SYSTEM IN 50 REGENCIAS AND CITIES THROUGHOUT INDONESIA.

THIS GOVERNANCE CONTRIBUTES TO REDUCING THE POVERTY RATE SIGNIFICANTLY IN INDONESIA // TO THE LEVEL OF NINE (9) PERCENT // IN TWO THOUSAND EIGHTEEN (2018), // WHICH IS THE LOWEST FIGURE // SINCE THE ERA OF MONETARY CRISIS // IN NINETEEN NINETY EIGHT (1998) .

THE CONCEPT OF THIS GOVERNMENT MODERNIZATION WERE IMPLEMENTED BY THE MINISTRY OF ADMINISTRATIVE AND BUREAUCRATIC REFORM OF REPUBLIC OF INDONESIA // WHERE WE LAUNCHED A PROGRAM CALLED "ONE AGENCY - ONE INNOVATION", // MEANING THAT EVERY YEAR, // EVERY GOVERNMENT INSTITUTION HAVE TO PRODUCE AT LEAST ONE PUBLIC SERVICE INNOVATION. //

IN ORDER TO ENCOURAGE PUBLIC SERVICE INNOVATION, // SINCE TWO THOUSAND AND FOURTEEN (2014), // THE MINISTRY HAS CONDUCTED THE ANNUAL COMPETITION OF PUBLIC SERVICE INNOVATION, // WHICH HAS BEEN RESPONDED POSITIVELY // AND FOLLOWED BY ALL CENTRAL AND LOCAL GOVERNMENTS. // THE BEST NINETY NINE (99) INNOVATION WERE SELECTED TO BECOME NATIONAL GOVERNMENT PROGRAMS.



***FOR TRANSPARENCY***, THE NATIONAL  
COMPLAIN HANDLING SYSTEM // WAS  
DEVELOPED WITH THE PRINCIPLE OF "NO  
WRONG DOOR POLICY", // THROUGH THE  
COMPLAINT MANAGEMENT SYSTEM FOR THE  
NATIONAL PUBLIC SERVICES // USING THE  
"LAPOR!" SYSTEM AS THE PLATFORM, // WHICH  
IS INTEGRATED // AND COMPLETE IN  
RESOLVING COMPLAINTS ABOUT PUBLIC  
SERVICES.

COMPLAINTS CAN BE DONE ANYWHERE,  
// BY ANYONE, AT ANY TIME, // THEN WILL BE  
PROCESSED BY THE GOVERNMENT WITH AN  
IT-BASED SYSTEM // THAT WILL HELP DIRECT  
TO THE AUTHORITIES TO SOLVE THEM.

THIS SYSTEM HAS BEEN CONNECTED //  
WITH MOST OF THE GOVERNMENT AGENCIES  
AND LOCAL GOVERNMENTS. // THE TOTAL  
REPORTS RECEIVED SINCE TWO THOUSAND  
AND TWELVE (2012) HAVE REACHES TO ONE  
POINT FOUR MILLION COMPLAINTS, WHICH

REGISTERED BY EIGHT HUNDRED THOUSAND  
CITIZENS // AND OUR GOVERNMENT HAS  
RESOLVED 80% OF THE REPORTS.

THEREFORE // THE SDGS NUMBER  
SIXTEEN (16) // WHICH IS "DEVELOPING  
EFFECTIVE, ACCOUNTABLE AND  
TRANSPARENT INSTITUTIONS // IS THE MOST  
SUITABLE FOR THE DIRECTION //  
ACHIEVEMENTS AND SUCCESS OF  
BUREAUCRATIC REFORM IN INDONESIA.

FINALLY // THE INDONESIAN  
GOVERNMENT COMMITS // TO PROMOTE  
PEACEFUL AND INCLUSIVE SOCIETIES // FOR  
SUSTAINABLE DEVELOPMENT // PROVIDE  
ACCESS TO JUSTICE FOR ALL // AND BUILD  
EFFECTIVE, ACCOUNTABLE AND INCLUSIVE  
INSTITUTIONS // AT ALL LEVELS // THROUGH  
IMPROVEMENT OF PUBLIC SERVICE QUALITY //  
WITH THE MOVEMENT CALLED "GOVERNMENT  
SERVICES CITIZENS" //

WE ALSO OPEN WIDEST OPPORTUNITY  
FOR OUR INTERNATIONAL PARTNERS // TO  
ACTIVELY ENGAGE AND COLLABORATE WITH  
OUR GOVERNMENT // HOPEFULLY OUR  
EXPERIENCE CAN GIVE SIGNIFICANT  
CONTRIBUTIONS TOWARD SDGS AGENDA  
TWENTY THIRTY (2030) // THANK YOU. //

ON BEHALF THE MINISTER OF  
ADMINISTRATIVE AND BUREAUCRATIC  
REFORM

DEPUTY MINISTER FOR PUBLIC SERVICES

PROFESSOR DIAH NATALISA