

**Confirmation of selected BPs
for transnational transfer among SEA countries**

No	Country	BP Theme	Yes/No	Priority	Note (if there's any feedback)
1.	Indonesia	E-Government as the Breakthrough to Enhance Government Performance and Services			
2.	Indonesia	Peoples' Oriented Approach in Rearranging Traditional Market and Street Vendors for a More Livable City			
3.	Indonesia	Increasing Local Investment and Public Services through Setting Up of One Stop Service			
4.	Indonesia	Establishment of HRIS within Bureaucracy Reform framework			
5.	Indonesia	Application of ISO 9001 :2000 in Demography Service			

Project: "Partnership for Democratic Local Governance in Southeast-Asia"

Issue: Initial Mapping of Good Practices

Geographic Coverage: all five countries

Carried out by project partners

Mapping on Pre-selected Indonesia's Best Practices

No	Country	Name of Local Government	Type of Local Government	Size of Population	What is it about (theme)?
1.	Indonesia	Yogyakarta	City Government	522.568	E-Government as the Breakthrough to Enhance Government Performance and Services
2.	Indonesia	Solo/ Surakarta	City Government	565.415	Peoples' Oriented Approach in Rearranging Traditional Market and Street Vendors for a More Livable City
3.	Indonesia	Cimahi	City Government	579.802	Increasing Local Investment and Public Services through Setting Up of One Stop Service
4.	Indonesia	Blitar	City Government	132.107	Establishment of HRIS within Bureaucracy Reform framework
5.	Indonesia	Balikpapan	City Government	435.664	Application of ISO 9001 :2000 in Demography Service

	To which out of the four thematic fields mentioned in this mapping does the BP fit best?	Why could it be considered as good practice (rational)?	Has this been recognised by any external awards?	Organis ation in charge for docume ntation	Date carried out
1. Yogyakarta	institutional governance	The operation of a reliable, integrated and user friendly information management system is one of the achievements of the City of Yogyakarta that had great impact on changing the attitude of government and public. It has increased the government performance due by adopting a transparent and effective system responsive to the public. The local community now have access and means to interact with the government via SMS, website, call center, etc.	E-Government Award by Warta Ekonomi Magazine	Apeksi	Sept 2006
2. Solo	Fiscal Management, Urban public services focus on environment	A holistic approach to transform resettlement of street vendors into a successful socio-economic and eco-friendly solution. At least 50 meetings were held and facilitated by the city governments to negotiate and relocate street vendors to a designated market area. The new market area has created a better business environment for vendors as well as good <i>investment of local government</i> . Furthermore, the city become more beautiful and livable since the pervious area inhabited by street vendor was transferred into a green public area.	Several Awards	Apeksi	June 2008
3. Cimahi	Investment promotion	A couple of years before the national government stipulated a regulation on One Stop Service (OSS), the City of Cimahi had already established a facility to reduce the long-winded procedure related to the issuing of many types of licenses. The strong leadership of the Mayor was the major key in removing various obstacles and gaining staff acceptance by, introducing a transparent cost structure within clear legal framework. With the motto "Fast, Easy, Transparent and Surely", OSS Cimahi has resulted in a positive impact on improving business and investment, especially for Small and Medium Enterprises (SMEs).	Several of Awards	Apeksi	Dec 2009
4. Blitar	Institutional governance	This best practice is one of the advanced programs regarding personnel/ bureaucracy reform of local governments. The program of SIAP (Sistem Informasi Administrasi Pegawai/Information System on Personnel Administration) is able to provide prominent data for personnel recruitment, education and training, promotion, remuneration and pensions. As a major result, the City of Blitar proves to have good planning and acquisition on personnel matters in place that increased the quality of public services.	Tempo Magazine	Apeksi	Dec 2009
5. Balikpapan	Institutional governance	The program is based on the originality of the local administration and very advanced when compared with the majority of local governments in Indonesia. Undertaken efforts did successfully counter the negative opinion which suggested that administrative management in government office was complicated, time consuming, non-transparent and nurturing a culture of corruption, collusion and nepotism. The program provides accurate data on citizen matters that help the City of Balikpapan to be able to develop local programs based on district or sub-district needs. Since 2008, Balikpapan has been implementing ISO 9001:2000 to maintain its outstanding performance.	-	Apeksi	2004; Dec 2009

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(second phase)**

MORE ON INDONESIA BEST PRACTICES

No	Country	BP Theme	Yes/No	Priority	Note (if there's any feedback)
6	Indonesia	THE JOINT SECRETARIAT KARTAMANTUL: Local Government Cooperation Innovation			
7	Indonesia	CITY OF PANGKALPINANG: ICT Development Effort of Pangkalpinang City Towards SmartEdu			
8	Indonesia	KEBUMEN reGENCY: Local Radio and TV Stations as Development Communication Media			
9	Indonesia	The Municipality of Sukabumi: Integration of Waste Management System With Cattle And Organic Rice			
10	Indonesia	SRAGEN REGENCY: Improving Financial Management System as an Effort to Achieve Excellent Public Services			

BRIEF DESCRIPTION

6. THE JOINT SECRETARIAT KARTAMANTUL: Local Government Cooperation Innovation

The City of Yogyakarta, Regency of Sleman and Regency of Bantul are located in one province, Special Region of Yogyakarta and neighbored each other. Along time before, each region had an individual development which was not integrated with one another. They have been facing various urban problems such as waste disposal, waste water management, and also boundary management problems.

Poor infrastructure condition and weak coordination inter local government and at boundary level have led them to develop cooperation since 1990. Then, an agreement was made in 2001 to form the Joint Secretariat (Sekretariat Bersama/Sekber). At the beginning of its establishment, the secretariat did not have adequate management tools to perform their duties and functions effectively. Later, it collaborated with Urban Quality-GTZ which provided intensive consultation and financial support for initial operational of the Joint Secretariat.

Various strategies had been undertaken by the Joint Secretariat such as: strengthening mechanism of the secretariat (administrative system, financial management, reporting and documentation system), the institutional building of the Joint Secretariat (the purposes are to strengthen the status, functions and tasks of the organization), strengthening implementation of the six infrastructure sectors' cooperation (monitoring and evaluation of performance, preparation of annual budget of landfill and waste water processing, synchronization of program proposal on road, drainage and transportation sectors—especially at the boundary).

Beside that, the Joint Secretariat also facilitates the coordination of three regions on planning of drinking water supply in the future and other management aspects related to policy and regulatory on infrastructure of the six sectors-- including facilitating cooperation opportunities with the private sector.

The results obtained by number of changes in the Joint Secretariat --and in certain level of cooperation in the infrastructure management systems—such as: the coordinating duties and functions of the secretariat are more effective, commitments of cooperation of each region increased, the means of communication and promotion of the secretariat improved, and more people come to the secretariat to ask the infrastructure data.

The partnership forum is helping three local governments to solve and integrate the infrastructure management of inter local government -- particularly those adjacent. Models of this cooperation can be sustainable because it applies the philosophy as follows: **Care** (have the orientation to improve infrastructure), **Share** (have the same commitment to share problems, risks and experiences) and **Fair** (have the same commitment to resolve the problem fairly).

7. ICT Development Effort of Pangkalpinang City Towards SmartEdu. CITY OF PANGKALPINANG

The City of Pangkalpinang is located on Bangka Island - part of the Province of Bangka Belitung. It is one of the young provinces in Indonesia which has sufficient natural resources. Nevertheless, this area has a great need of qualified human resources to be able to manage it. Currently, one of the indicators of a nation's progress is the application of information technology and communications (ICT). However, Pangkalpinang realized the quality of human resources and infrastructures of this area was still lagged behind other regions.

Pangkalpinang City Government wished to increase the quality of education with supporting of adequate information and communications technology (ICT). This intention has been endorsed by the community, especially in education society. The government made a breakthrough when they launched the Pangkalpinang Education Cyber City (PECC). It was inaugurated by the Minister of National Education on November 14, 2006. PECC is a Wide Area Network (WAN) that connects the local Education Office with all schools (SD / MI, SMP / TSs, SMA / MA / SMK Public and Private) in Pangkalpinang via internet and intranet.

Various strategies were implemented to realize this program, such as: identifying problems in education sector, developing the infrastructure of information and communication technology (ICT), providing training/capacity building, as well as establishing communication and cooperation with third parties or schools in other countries. Various of infrastructure development, such: developing WAN infrastructure in Local Education Office and schools, providing computers, installing backbone in each district, building towers for schools and offices, establishing cooperation between local government and national telecommunications providers (such as Indosat and Telkom) regarding the bandwidth rental for internet and generator supply-- since there is frequent blackout in the city. Some facilities were provided by the local government such as: internet fee exemption for schools in Pangkalpinang. In the mean time, the another capacity building program such as training for computer technicians in schools.

Until 2010, the program has reached its success: 99% of schools in Pangkalpinang are connected by a WAN. The facility is successfully developed, such as: VOIP Education (free intranet telephone education), video conference, data centers (schools' data, question bank, e-books, etc.), internet access, schools' web hosting, email service (theuser@dinpendikpkp.go.id) and online technical support.

Not only facilitates communication of all parties - schools, teachers, students, and parents - the program is also environmental friendly because it reduces paper usage (paperless). Pangkalpinang has connected to some schools in Malaysia and China through sister school program (teleconference, comparative studies of education systems and exchanging students and teachers). This program has proved to improve the quality of human resources in Pangkalpinang. As many as 4 of 6 primary school's students from Pangkalpinang succeeded in becoming an Olympic champion in Mathematics and Science for Elementary Level, in Bangka Belitung Province, 2007.

8. KEBUMEN regency: Local Radio and TV Stations as Development Communication Media

The Regency of Kebumen is located at the southern of Central Java. It consists of 26 districts, 449 villages and 11 urban villages. Kebumen is not a prosperous area. The Annual Local Revenue (PAD) is only 900 billion IDR. Approximately 28.57 percent of the population-- or 93.849 families live in poverty.

The local government initiative to create an interactive dialogue program called "Good Morning Regent" ("Selamat Pagi Bupati") in Ratih TV, a small television station owned by the local government. First broadcasted in 2003, the talk show has now been running for six years. This program was an implementation of Local Regulation (Perda) Number 53 Years 2004 on the Public Participation and Transparency. The program was first aired in the leadership of Regent Hj. Dra. Rustriningsih, MSI, and then continued up to today by the next regent: KH. Nasirudin Al Mansyur. It was broadcasted live by the radio and the television every day from Monday to Sunday. The speakers were Regent, Vice Regent and other sources related to the topics discussed.

Kebumen citizens can express their problems for free, by coming directly to the TV station when the event occurred or writing letters. Apart from general problems, the community also had the opportunity to criticize the policy making and budgeting. Since it was carried out at village to district level (bottom-up), this program allowed Kebumen Regency to implement a transparently budget mechanism. People can argue directly so that their villages were prioritized in budget.

This program was useful for the local government in monitoring and evaluating the performance of local government officials. The Regent could immediately take an action on the local officials related to reports from public. Since the emergence of this program, there was a two-way communication between government and society. There is no limitation or distance between the leader and the people. Another impact of this program was the reduction of demonstrations, since people know the government policies transparently. The transparency was also creating a harmonious relationship between government and parliament.

9. The Municipality of Sukabumi: Integration of Waste Management System With Cattle And Organic Rice

The Sukabumi Municipality is located in the foothills of Mount Gede and Mount Pangrango, with a maximum temperature of 29 C. It is 120 km long way from Jakarta and 96 km from Bandung-- the capital of West Java Province. The city consists of seven districts, 33 urban villages, with a population of 322 547 inhabitants (year 2008).

Before the initiatives carried out, the local government of Sukabumi experienced waste management problems. The landfill has approached full capacity due to the increasing volume of waste every year, composting infrastructure which no longer operate since 1991-1992, and the large number of unproductive land. To overcome this, since 2001, the local government initiated a waste management integrated with others that have impact on local economic development and environmental preservation.

The Sukabumi Municipality implemented solid waste composting which was then used for breeding *bulrush* grass, fattening cattle and cultivation of organic rice. The first step to implement this program was to coordinate with other agencies and the public. The Sanitation Office played its role in waste management. The Agriculture Office was guiding the group of cattle farmers and organic rice farmers. The Industry, Trade and Cooperation Office was coordinating the marketing of compost and beef cattle in partnership with third parties and public, as well as encourage the establishment of community institutions in the field of organic manure and feedlot cattle management. The community took an active role in the integration program.

The results obtained by this program such as: the local government and community have managed the waste reduction as much as 420 m³ per month to 636 tons per year useful stuff (compost). The period time of Landfill, which was foreseen only up to five years, was now increased up to 10 years. There was a contribution to local revenue, as 750 thousand IDR per year from composting operations and 33.3 million IDR per year of fattening cattle. Fattening cattle also grow from 33 cows in 2001 to 122 cows in 2004. Members of cattle owner group has also increased from 25 people to 53 people.

Waste management system also created Cooperative Independent Business (KOMURI) which helped the waste reduction into organic waste 450-650 m³ per months. KOMURI also succeeded in developing organic rice business programs. Organic rice planted by farmers will be bought by KOMURI above the market price of rice. Nevertheless, farmers were also given the freedom to sell rice outside KOMURI.

10. SRAGEN REGENCY: Improving Financial Management System as an Effort to Achieve Excellent Public Services

The Sragen Regency is a small district. The total area is only 94 155 hectares, but has a population of 869 314 inhabitants with little revenue: 7.3 billion IDR. The condition of local government was quite apprehensive. It only has four computer units with specifications 486D x 4100 in the office, and low quality of human resources-- particularly in the areas of financial management. This condition is exacerbated by bureaucracy or service system that convoluted, long and not transparent. Extortion (or "pungli") is considered normal in here.

Based on of the above problems, the local government took steps to improve financial management systems together with efforts to create a government that has a entrepreneurial spirit for realizing the excellent public services for citizens. To overcome these problems, Sragen Regency implemented these few things:

1. Improving the quality of Human Resources/Personnel, starting from education to personality development training, spiritual, and management.
2. Improving the financial management system, starting from the Local Budget (APBD) formulation which was based on sustainable programs, then review the impact and added value. In addition, efficiency, transparency and accountability become important references to formulate the APBD and to find alternative revenue --such as: establishing an integrated service agency, local enterprises (BUMD), regional rural

banks (BPR) and the financial institution in sub-district (Kecamatan) and village, etc. Budgetary expenditure control is also implemented by, for example, strengthening supervision, each Work Unit (Satuan Kerja/Satker) to close the books and reports every day through the online system, and implementation of ISO 9001-2000.

3. The utilization of ICT to support local government activities, the use of intranets and the internet as a multi web-line online control inter-agency, Work Unit (Satker), sub-district (Kecamatan) to village; daily report; video conference and transparency of data.

The success which has achieved, as follows

1. In seven years, the local revenue increased 1000%: from 8.8 billion IDR in 2000 to 98 billion IDR in 2007.;
2. Number of employment in the industrial sector increased: from 40 785 people in 2002 to 52 609 people in 2007;
3. Investment value increased rapidly: from 592 billion IDR in 2002 to 1.3 trillion IDR in 2007;
4. Potential tax increase to 250%;
5. Increased economic growth (2004: 4.53%, 2005: 5.06%, 2006: 5.83% 2007 6.85%);
6. Received The Abdi Satya Praja Award from the Governor of Central Java;
7. Received The Citra Pelayanan Prima Award;
8. Received the Autonomy Award in the field of Public Service from JPIP - Java Post;
9. Awarded as a district model for One Stop Service program from BKKSI (Association of Indonesian Regency Government) ;
10. Ranked first as a Pro Investment Area in Central Java, 2005
11. Received The Citra Bhakti Abdi Award from The President of RI, 2006
12. Voted as Best Practice Module by JICA, 2007
13. Chosen as the Best Practice module by the Ministry of Home Affairs, 2007
14. Selected as a Pilot District in the area of services, 2007
15. Selected as the best One Stop Services by The President of RI
16. Selected as Best Services District by PWI Center.