SP4N-LAPOR!

APRIL 2020

HOT TOPIC:
SOCIAL ASSISTANCE

LAPOR!

SISTEM PENGELOLAAN PENGADUAN PELAYANAN PUBLIK NASIONAL

LAPOR!
SISTEM PENGELOLAAN PENGADUAN PELAYANAN PUBLIK NASIONAL

Monthly Report
1-30 April 2020

Indonesia Fight Against Covid-19

Indonesia is one of the countries significantly impacted by the COVID-19 pandemic. As of May 1, 2020, the number of positive cases had reached 10,118. This situation has severely restricted public mobility and caused a substantial economic downturn. Many people have experienced job losses and significant income reductions. In response to this crisis, the Government has launched several social assistance programs aimed at alleviating the burdens faced by the populace. However, despite the good intentions behind these programs, there have been several issues and complaints from the public. In April alone, there were 2,172 reports concerning the implementation of social assistance programs. This number represents almost 24% of the total 9,161 reports related to COVID-19, making social assistance the most reported topic within the COVID-19 category.

In conclusion, the implementation of these programs must be continuously monitored and evaluated for their speed and accuracy to ensure they effectively address the needs of the population.
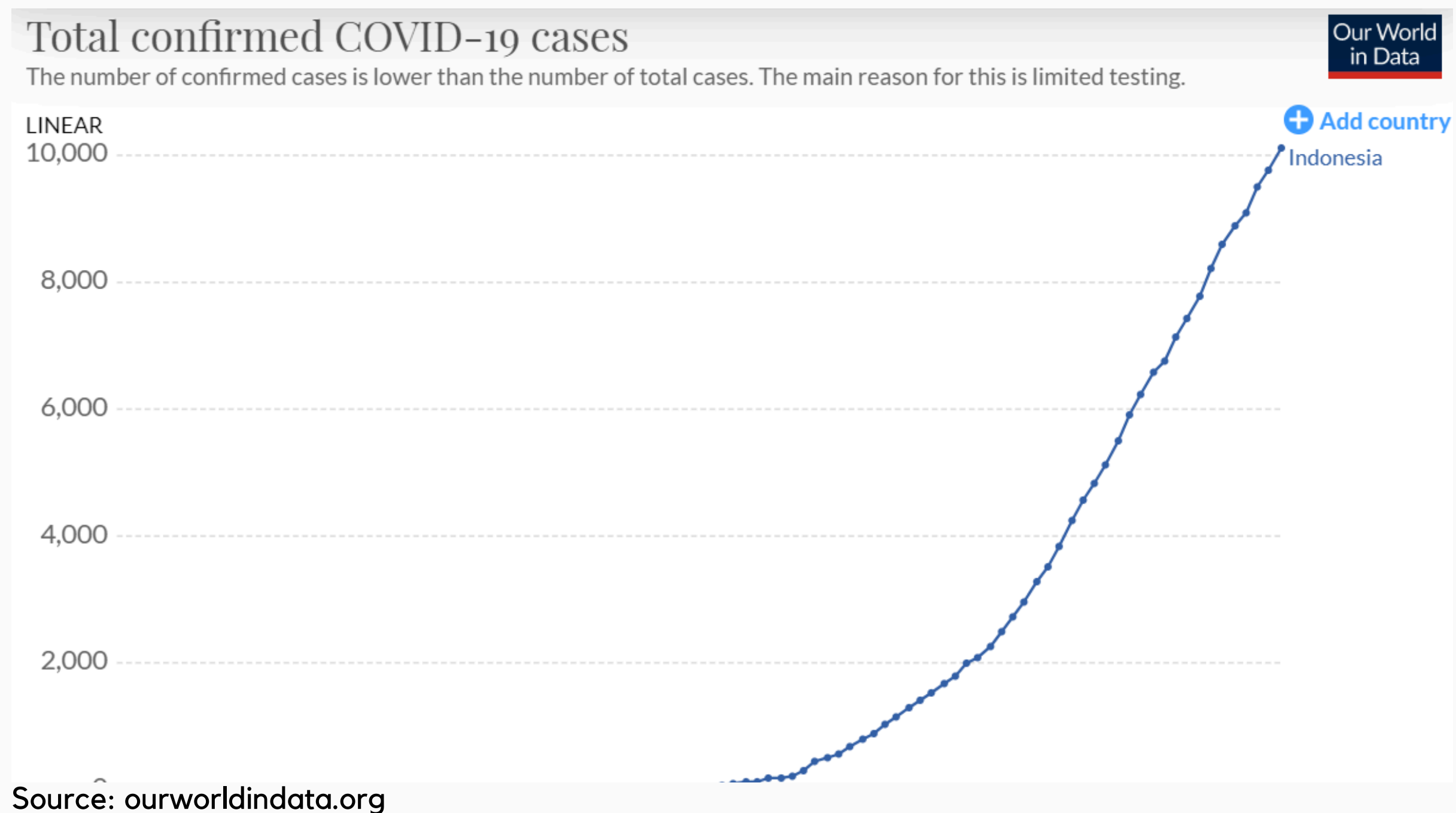
Update Report

In April, SP4N-LAPOR! received a total of 22,637 reports, marking a 43% increase compared to the previous month.

On average, SP4N-LAPOR! handled approximately 305 COVID-19 related reports per day

To enhance the efficiency of complaint resolution, SP4N-LAPOR! has introduced new features.

Since the discovery of the first COVID-19 case in Indonesia on March 2, 2020, the number of cases has steadily increased daily. According to liputan6.com, as of May 1, 2020, Indonesia had reported 10,118 cases, with 1,522 recoveries and 792 deaths. This places Indonesia 23rd globally in terms of total cases and at the top in Southeast Asia for the highest number of deaths.

Total confirmed COVID-19 cases

The number of confirmed cases is lower than the number of total cases. The main reason for this is limited testing.

Our World in Data

LINEAR

Add country
Indonesia

Source: ourworldindata.org

In response to the pandemic, the Indonesian Government implemented several measures, including the enforcement of Large-Scale Social Restrictions (PSBB) in various regions, a ban on mass travel during festive periods, advisories to work from home, the closure of malls and shops, and other restrictive policies.

The social restrictions have not only posed health challenges but have also led to significant social and economic repercussions. Socially, mobility has been severely limited, affecting both workers and students, many of whom must now conduct their routine activities from home, while others have been forced to stop working entirely. This social impact translates into economic issues, as the economy has slowed down, resulting in loss of income and jobs for many.

To alleviate the economic burden on vulnerable populations, the government has provided social assistance, including food aid, basic commodities programs, electricity subsidies, the issuance of pre-employment cards, and other forms of support.

SP4N-LAPOR!, the national public complaint management system, received 9,161 public reports related to COVID-19 in April 2020. This figure includes reports that at least contained keywords related to the pandemic. The number of reports increased by more than 200% compared to those received in March 2020. The fluctuation curve of the number of reports indicates that the volume of COVID-19-related issues reported by the public continues to rise daily.
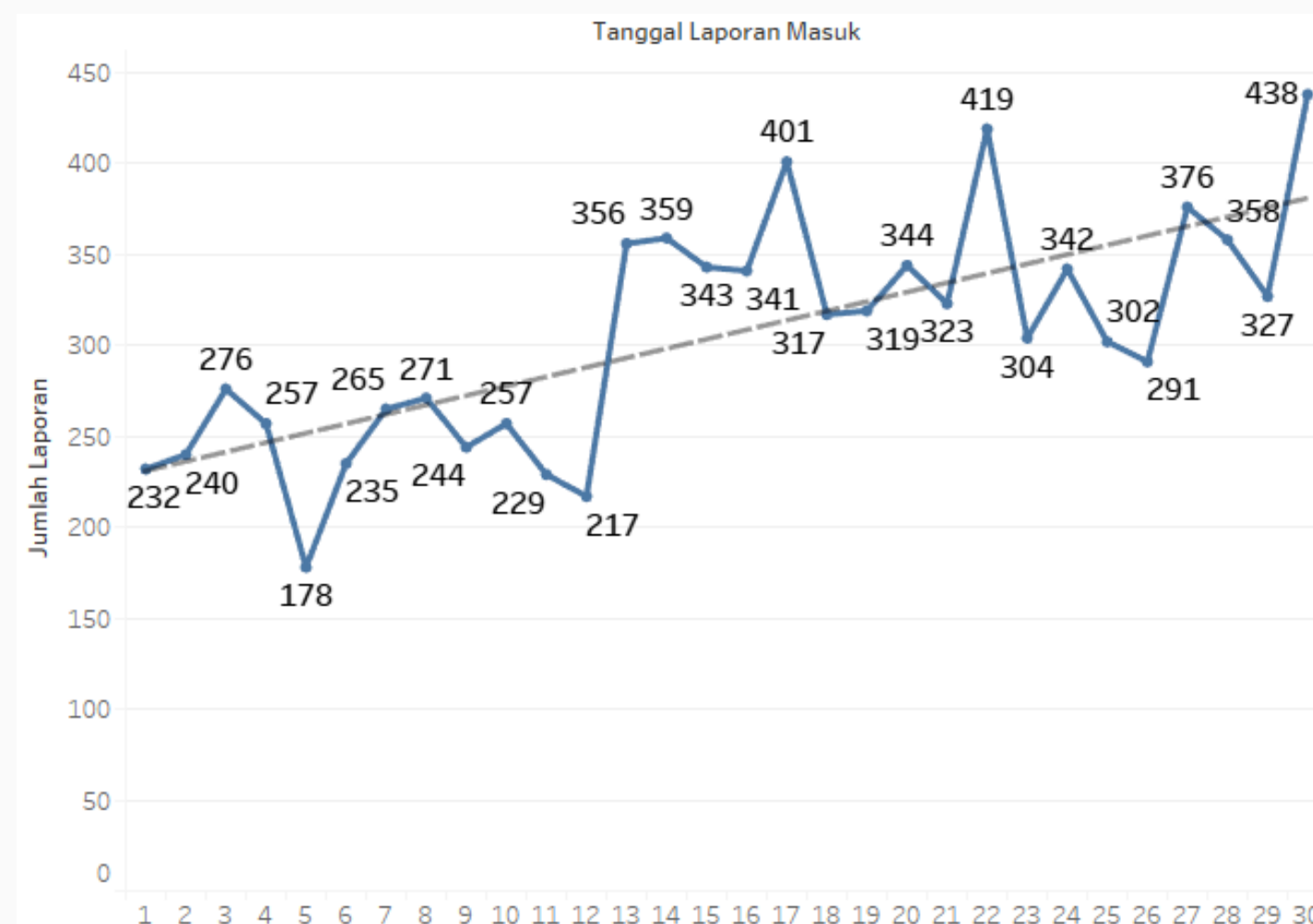
When complaints are categorized by receiving institutions, the Financial Services Authority (Otoritas Jasa Keuangan, OJK) received the highest number of reports, with 1,218 complaints accounting for 13.3% of all COVID-19-related complaints.
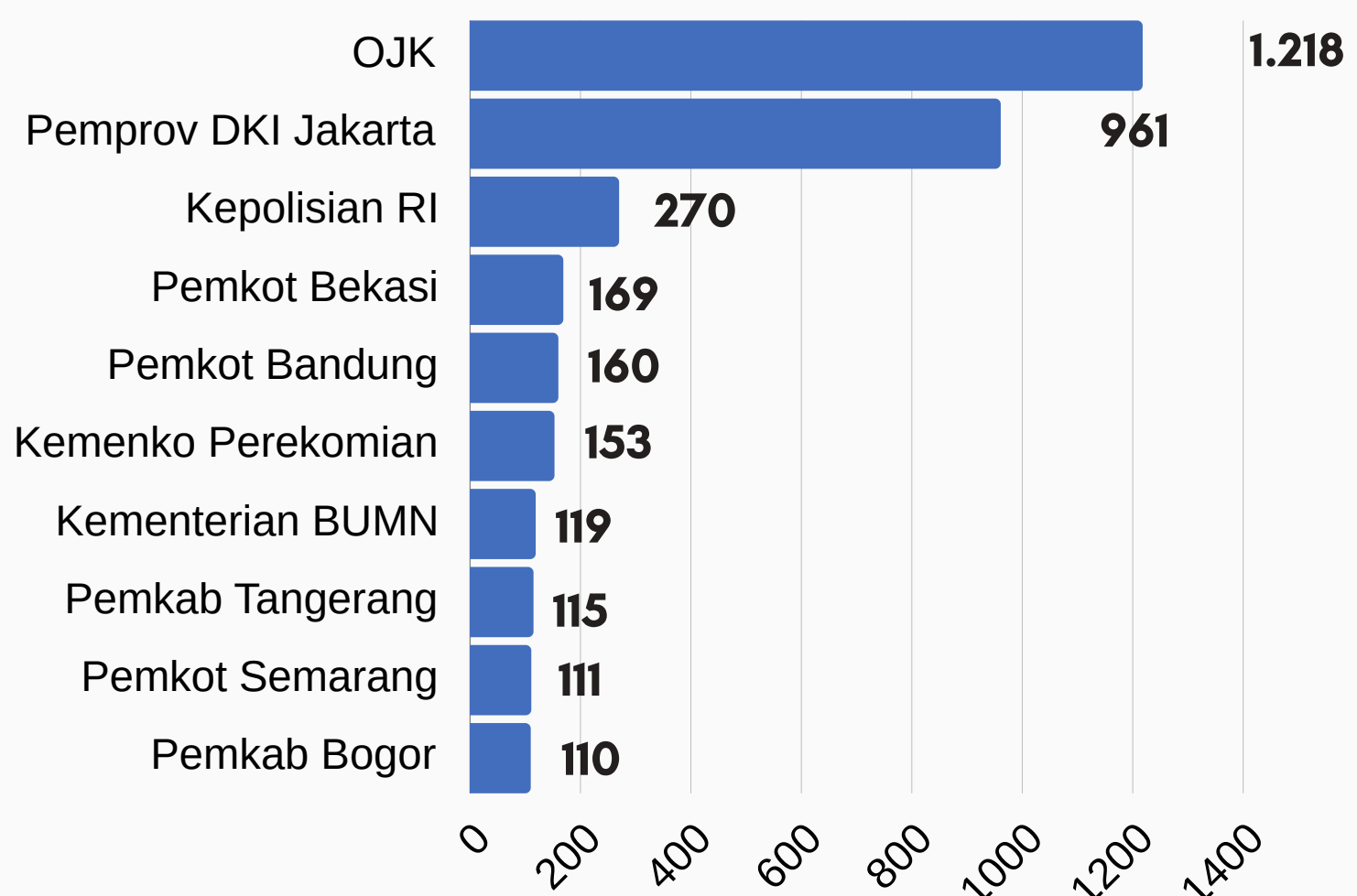

The Provincial Government of DKI Jakarta ranked as the top regional government recipient and second overall after OJK, with 961 complaints.

Regarding COVID-19, social assistance (bansos) emerged as the most reported topic by the public in April 2020. In addition to social assistance, other frequently reported topics included loan deferrals, reports of public gatherings, and pre-employment cards. Other recurring issues included educational concerns, such as requests for tuition fee reductions or the elimination of thesis requirements, as well as social issues like complaints about the implementation of Large-Scale Social Restrictions (PSBB) and Work From Home policies.

The social assistance stimulus provided to help communities affected by COVID-19 is divided into seven programs: Pre-Employment Cards (Kartu Pra Kerja), Presidential Staple Food Assistance for Greater Jakarta (Bantuan Presiden Sembako Jabodetabek), Cash Social Assistance (Bantuan Sosial Tunai), Village Fund Direct Cash Assistance (BLT Dana Desa), Staple Food Program (Program Sembako), Family Hope Program (Program Keluarga Harapan), and Electricity Subsidy Assistance (Bantuan Listrik). Throughout April, the SP4N-LAPOR! application received 2,172 reports related to social assistance, making it the most reported COVID-19 topic.
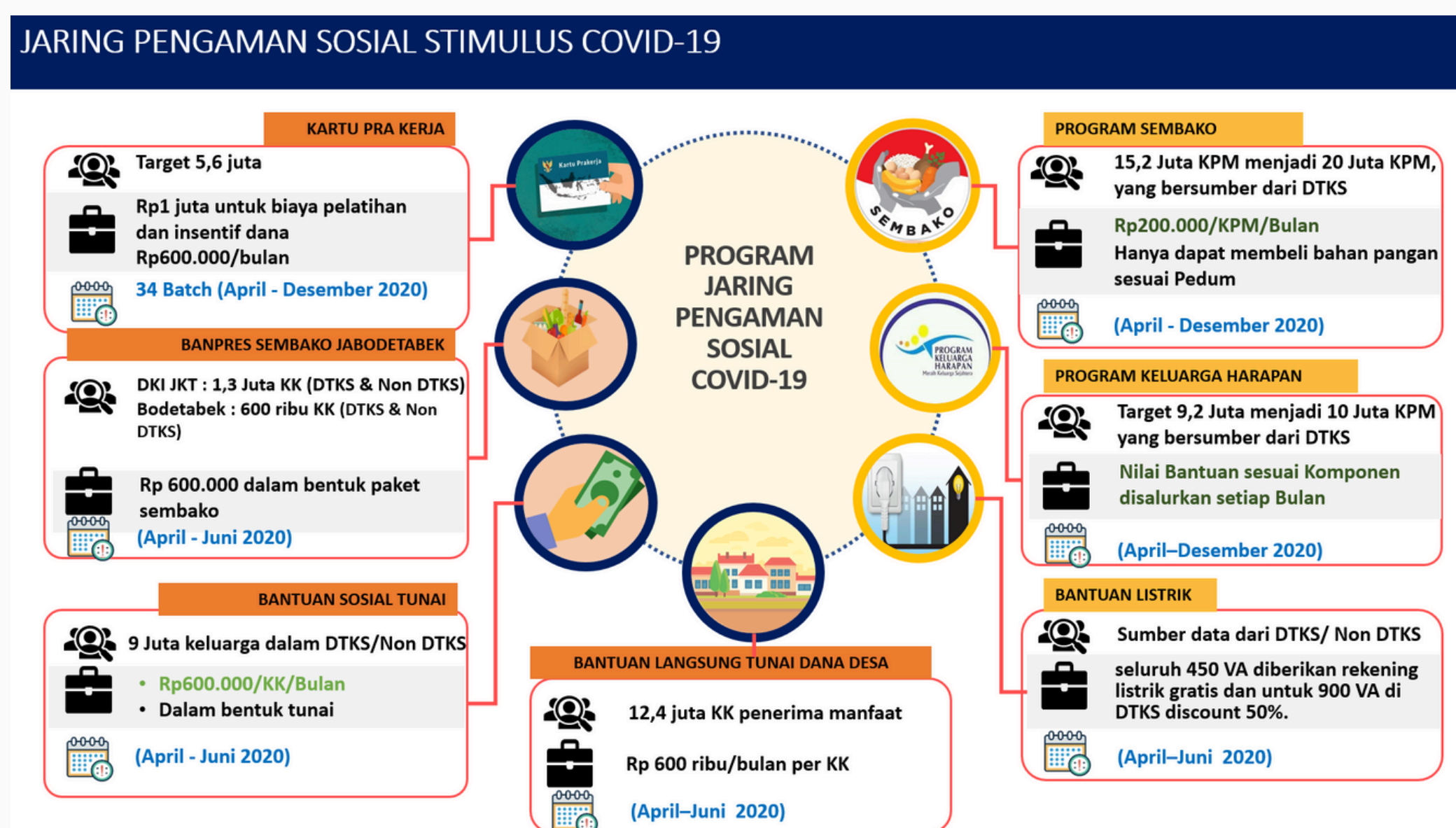
The high volume of complaints indicates that despite the clear positive intentions of these programs, there are ongoing issues leading to public dissatisfaction. This is consistent with findings reported by katadata.co.id, where public perception initially positive during the announcement of the assistance gradually shifted to negative. This trend is supported by research from the Institute for Development of Economics and Finance (IDEF), which analyzed social media discussions about government social assistance.

In general, public complaints regarding the distribution of social assistance received by SP4N-LAPOR! can be categorized into four main types: requests for assistance (30%), complaints about mistargeted recipient data (21%), complaints about program implementation (21%), and requests for information (15%).
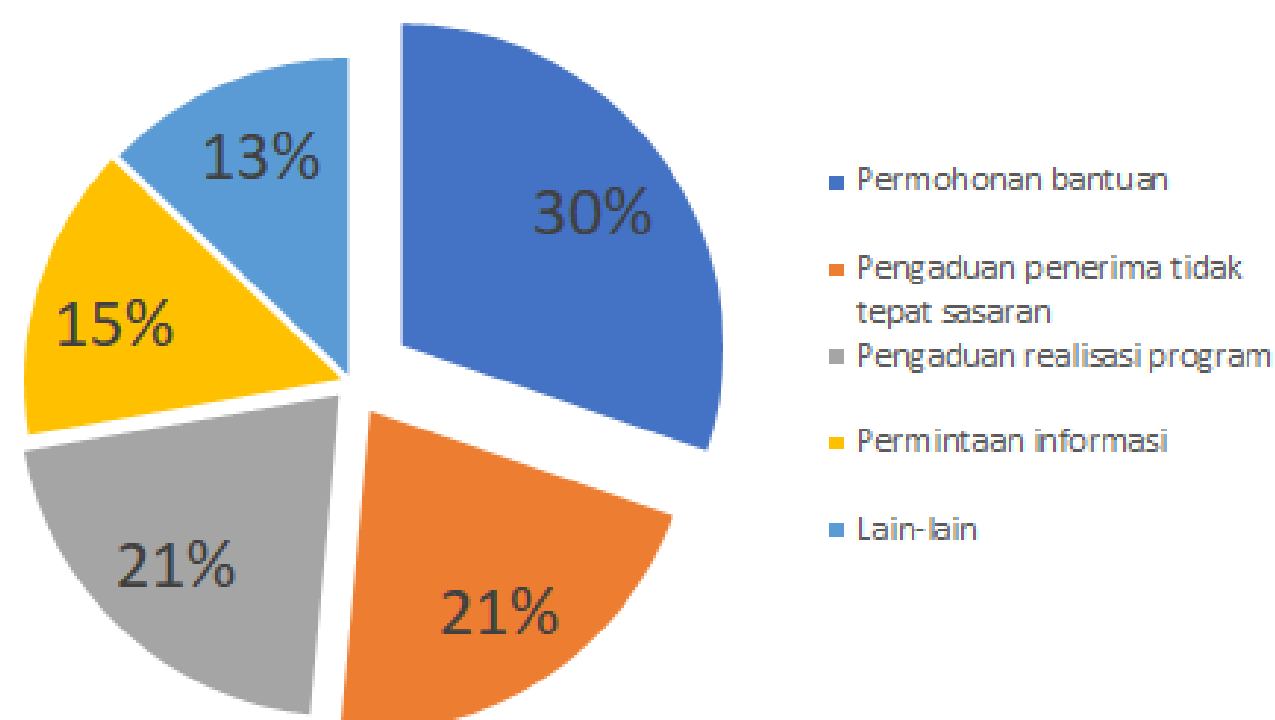
The highest percentage of complaints falls into the request for assistance category, accounting for 30% of all reports. In this category, nearly all complaints consist of requests for social assistance, with explanations of economic background, difficulties faced, or income reductions experienced by the complainants.

Aside from the requests for assistance category, it is particularly noteworthy to delve deeper into the mistargeted recipient data and program implementation complaints, each constituting 21% of the total social assistance complaints related to COVID-19.

In the mistargeted recipient data category, most complaints involve grievances about the lack of transparency and fairness in the data collection process, as well as reports of capable individuals receiving assistance while less fortunate individuals in the same area do not receive any aid.

XXXX *(Anonim)* 🔒 Rahasia 📞 SMS ✔ Ditutup oleh Sistem   29 Apr, 14:00

Terdisposisi ke **Pemprov DKI 2**

Tracking ID : #

Pembagian Bantuan Sosial Tidak Tepat Sasaran

Selamat siang, saya jaya warga kec.cilincing kel.sukapura jakarta utara. jadi begini waktu itu keluarga saya dimintai oleh kk dan ktp kepala keluarga, yang nantinya akan diberikan sembako seminggu sekali begitupunwarga lainnya. nahh tapi ternyata saat bantuan turun *ketua rt hanya memberikan sembako tersebut kepada orang-orang yg terdekat nya saja dan orang yang dikatakan mampu*. bahkan di dpn rumah saya dimanayg tinggal disana semua janda *malah tidak dapat sama sekali* pak.mohon cepat tanggap perihal ini terimakasih��

🔖 CORONA - BANTUAN UNTUK MASYARAKAT | 👁 LAPORAN **1** KALI DILIHAT

⇄ Tindak Lanjut 3   💬 Komentar 0   👍 Dukung   ➡ Bagikan   ✖ Hapus Laporan

Thus, many complainants urge the government to tighten data collection and monitoring processes, particularly ensuring the impartiality of officials responsible for recipient data, to ensure that social assistance programs truly benefit those in need.

The program implementation complaints predominantly consist of three types:
- Public grievances regarding the quantity and type of assistance received,
- Complaints about the absence of data collection processes in certain areas, and

- Reports of the government's promised assistance programs not yet being realized.

These insights underline the importance of continuous monitoring and evaluation of the efficiency and accuracy of social assistance program implementation to address public dissatisfaction effectively.

Anton ● Website ✔ Ditutup oleh Sistem   17 Apr, 12:43

Terdisposisi ke **Dinas Sosial**

Tracking ID : **#5296383**

Bantuan Sosial

Menurut informasi dari Kepala Desa Padarek Kecamatan Lemahsugih bahwa keluarga yang sudah menerima bantuan sembako tidak akan mendapat bantuan dampak Covid-19 yang nominalnya Rp 600 ribu.
Pertanyaan saya, benarkah pernyataan tersebut, mengingat bantuan sembako yang diterima orang tua saya andai dirupiahkan hanya lebih kurang Rp 200 ribu. Beda jauh nilai nominalnya.
Mohon penjelasan dan tindak lanjutnya. Terima kasih.

🔖 CORONA - BANTUAN UNTUK MASYARAKAT | 👁 LAPORAN **6** KALI DILIHAT

⇄ Tindak Lanjut 4   💬 Komentar 0   👍 Dukung   ➤ Bagikan   ✖ Hapus Laporan

The aforementioned reports represent a broader issue with numerous complaints concerning the amount or value of assistance received. It appears that many people still do not understand the different types of social assistance programs provided by the government. Most people focus on the amount of IDR 600,000, which is actually part of other social assistance programs. Due to this lack of understanding, some people suspect mismanagement or corruption in the distribution process, believing that their entitlements are being cut, resulting in them receiving less than they should.

Therefore, there are at least two critical points that need to be strengthened regarding the implementation of social assistance programs:

1. **Public Understanding and Education**: Improve public awareness and education about the types of social assistance provided by the government.
2. **Monitoring Program Implementation**: Ensure the timely and accurate implementation of social assistance programs. Many affected residents have been suffering for a considerable time without receiving any information, data collection, or aid distribution in their areas.
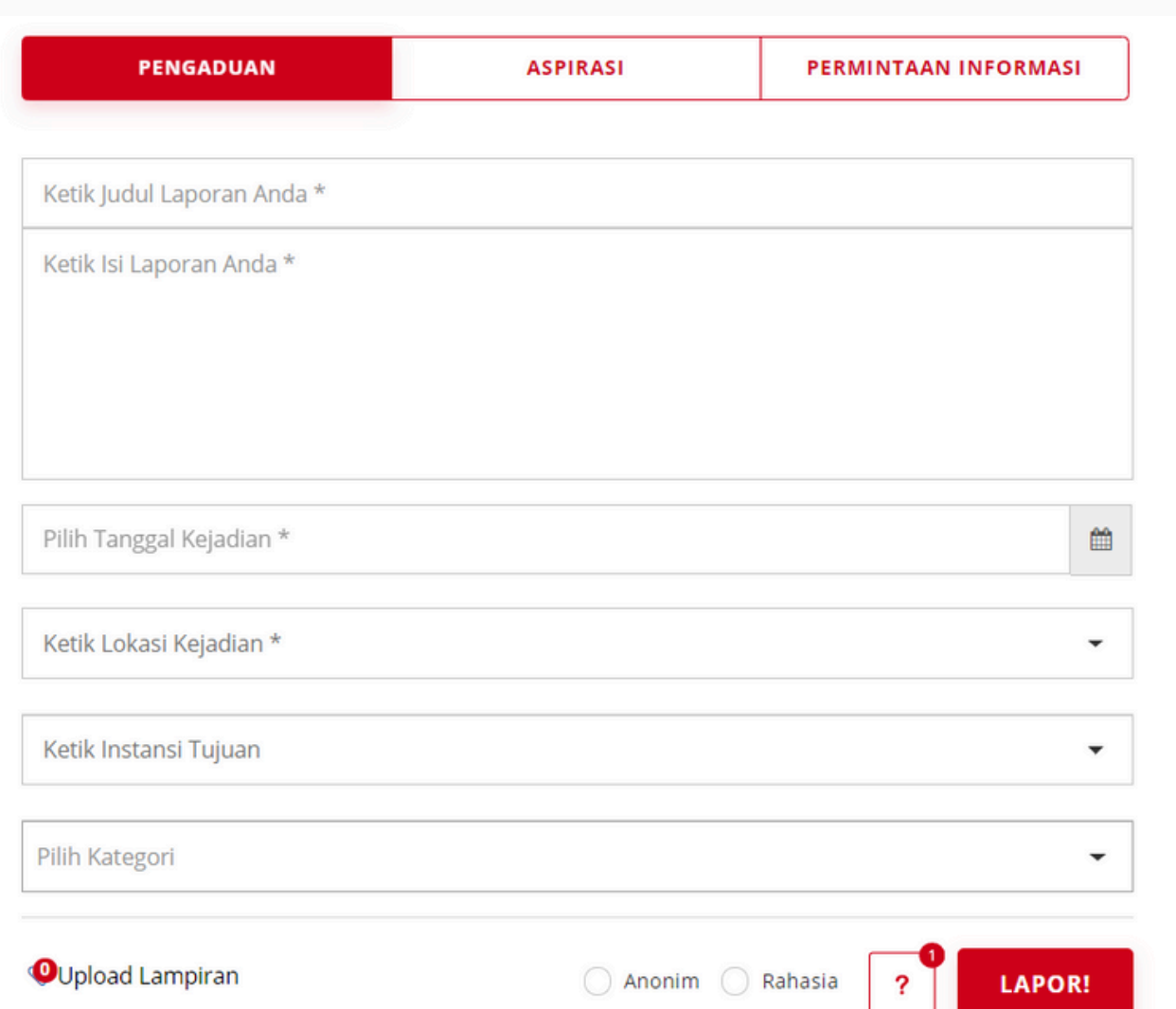
Reports related to COVID-19 are considered to require urgent resolution due to their time-sensitive nature. Delayed responses or follow-ups render the assistance insignificant. In April, the average time for a report to receive a response from the responsible agency was 5-6 days from the initial submission.

Recognizing the need to accelerate the resolution of complaints, the Ministry of Administrative and Bureaucratic Reform (PANRB) issued Circular Number 53 of 2020. This circular outlines a special mechanism for handling public service complaints in the National Public Service Complaint Management System (SP4N)-LAPOR! to support COVID-19 impact management within government agencies. The circular regulates three main aspects:

1. Direct report resolution by the relevant agency without passing through the national admin.
2. Special categorization of COVID-19 related reports.
3. Accelerated report resolution, requiring a maximum of 1 working day at the coordinator admin level and 2 working days at the liaison officer level.

In line with this circular, the SP4N-LAPOR! platform was enhanced with features aimed at expediting report resolution. These features include:

- New reporter forms.
- Updated category display.
- Availability of form guidance for reporters.
- Automated report forwarding based on category, location, institution, and content.

To socialize these policies and new features, the Ministry of PANRB, in collaboration with USAID-Cegah, will conduct online training for complaint managers. This training, combined with strategy training, is divided into three batches: the first on May 6, the second on May 14, and the third on May 15. Participants in this training include agencies that receive the most COVID-19 related complaints and those that have previously managed SP4N-LAPOR! effectively.

BERANI LAPOR!

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