



The Ministry of Social Affairs of the Republic of Indonesia

**SINGLE WINDOW SERVICES
AND COORDINATION :
EXPERIENCES IN IMPLEMENTING
‘PANDU GEMPITA’
AS ONE STOP SERVICES PROGRAM IN
INDONESIA**

Presented by :

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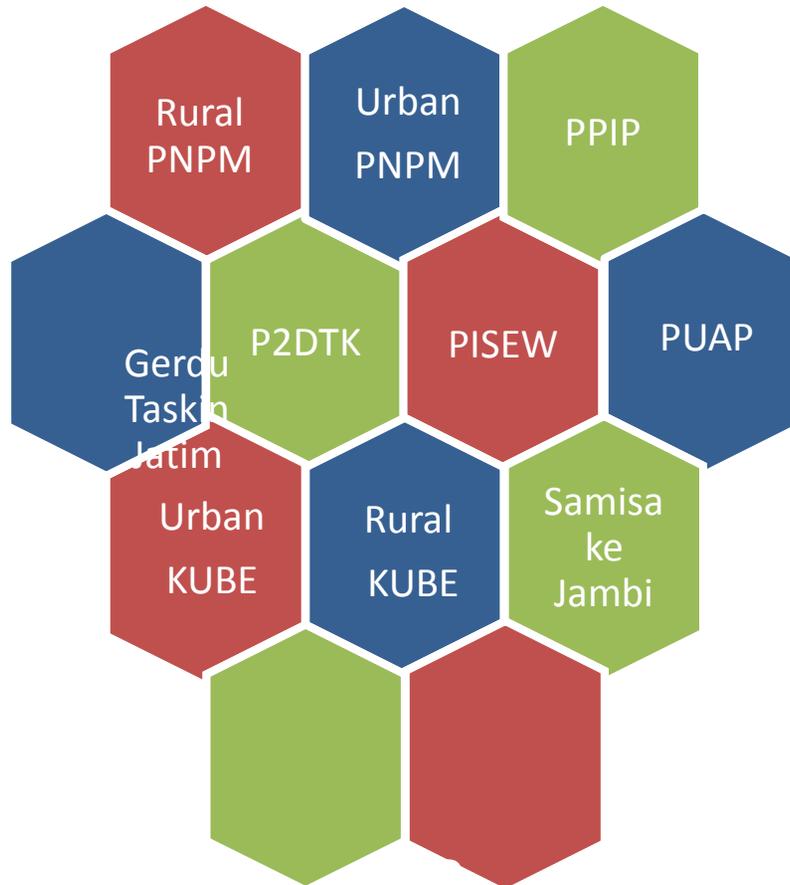
LOGO



Website : <http://kemsos.go.id>

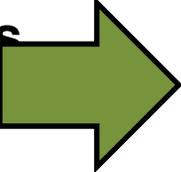
Integrated Services and Community Movement for the City and District's Welfare".

EMPIRICAL CONDITIONS RELATED TO SOCIAL SERVICES IN INDONESIA



- ✧ More than 20 programs, at central, provinces & districts level
- ✧ Targeted to the poor, but with the various methods of targeting and databases
- ✧ Different providers (institutions/ sectors)
- ✧ Different regulations & procedures in implementation
- ✧ Lack of coordination inter institutions/sector – almost no synergy across program in the field's implementation
- ✧ Confusion in the community, often make frustration of beneficiaries to access the services
- ✧ Difficult to measure the effectiveness of the program

The Shifting Paradigm of Social Services

- **partial/fragmented system of social services**
 - **the extent of social services is limited (residual approach)**
 - **to respond actual problems reactively – short time and sporadic**
 - **focus on institutional based services/social institutions**
 - **not formulated in national development plan explicitly**
- 
- **integrated social services and sustainable (one stop services)**
 - **reach out all citizens who have social problems (universal approach)**
 - **institutionalized social welfare system and professionalized program implementation**
 - **emphasizes the role and social responsibilities of the family & society**
 - **formulated as a part of Long and Middle Term National Development Plan**

OPERATIONAL FRAMEWORK “PANDU GEMPITA” AS SINGLE WINDOW SERVICES



PHASES OF ACTIVITY

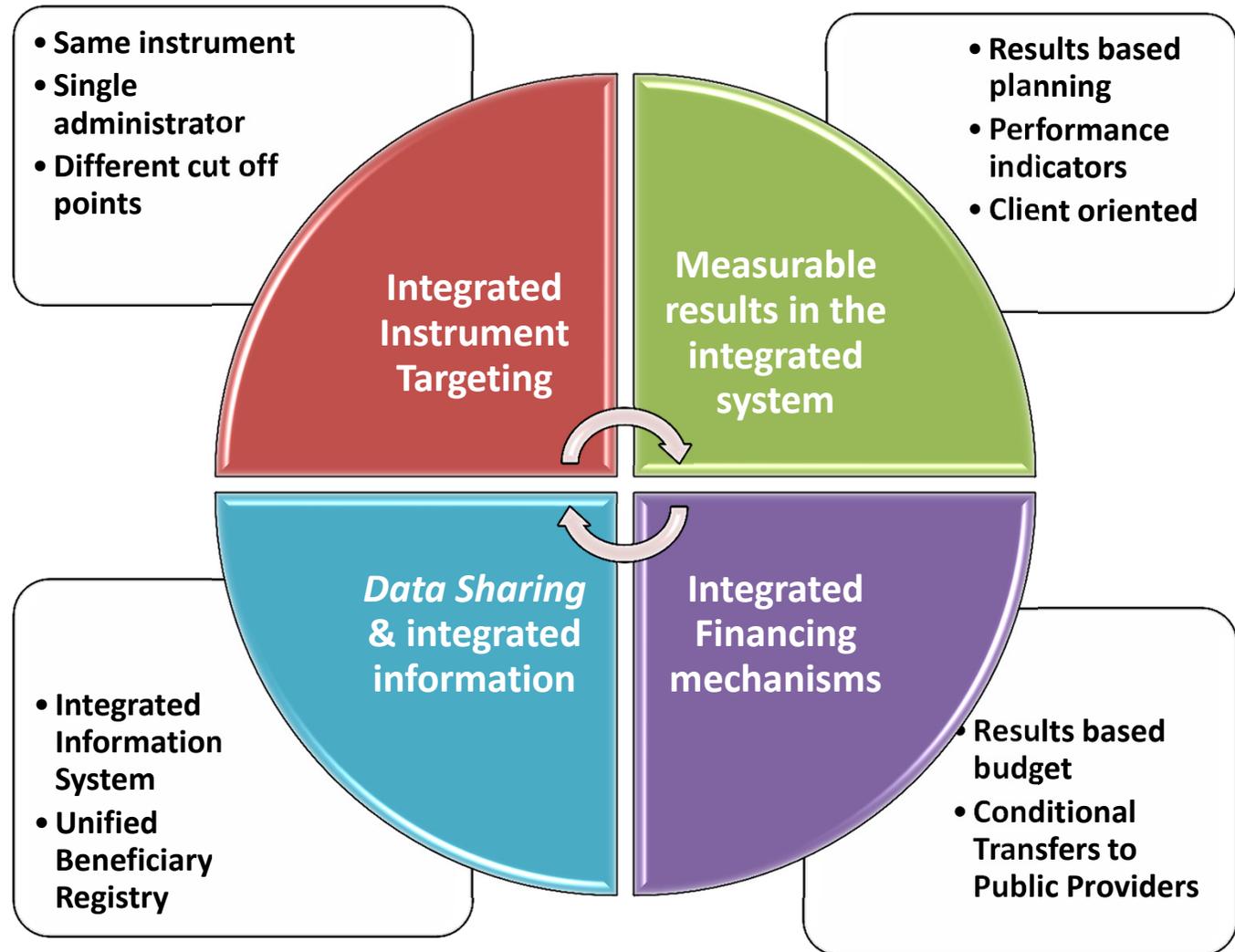
- Building partnership/cooperation – (MoU between MOSA and Districts Government) and joint action plan**
- Launching of Integrated Services and Social Movement toward a Prosperous District**
- Socialization, advocacy, and mobilization of local and central social economy resources**
- Implementation of one stop services and raising community awareness to take care and responsible to people who have a social welfare problem (PMKS)**
- Monitoring and evaluation**

ONE STOP SERVICE

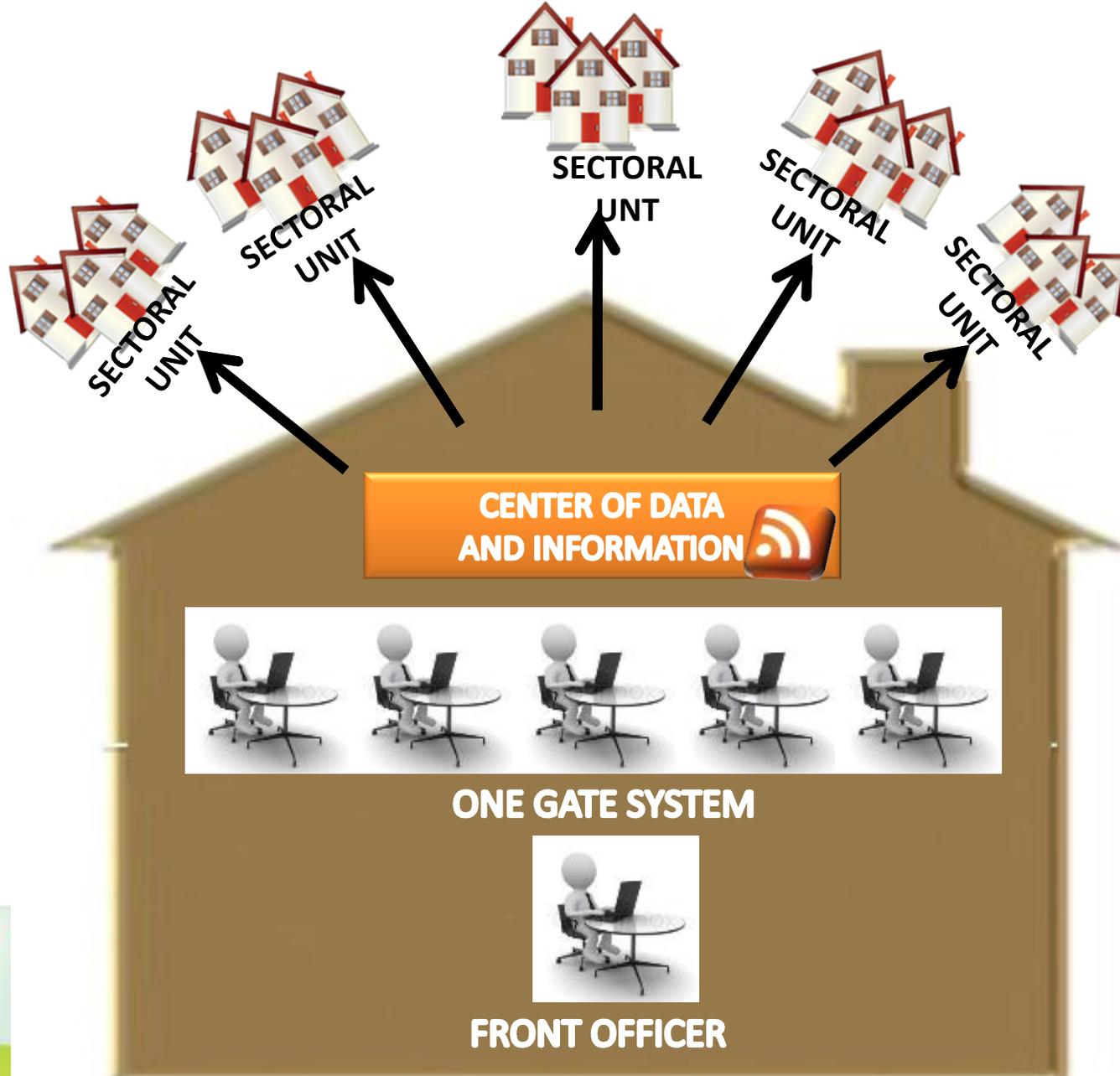


CROSS SECTORS POLICY

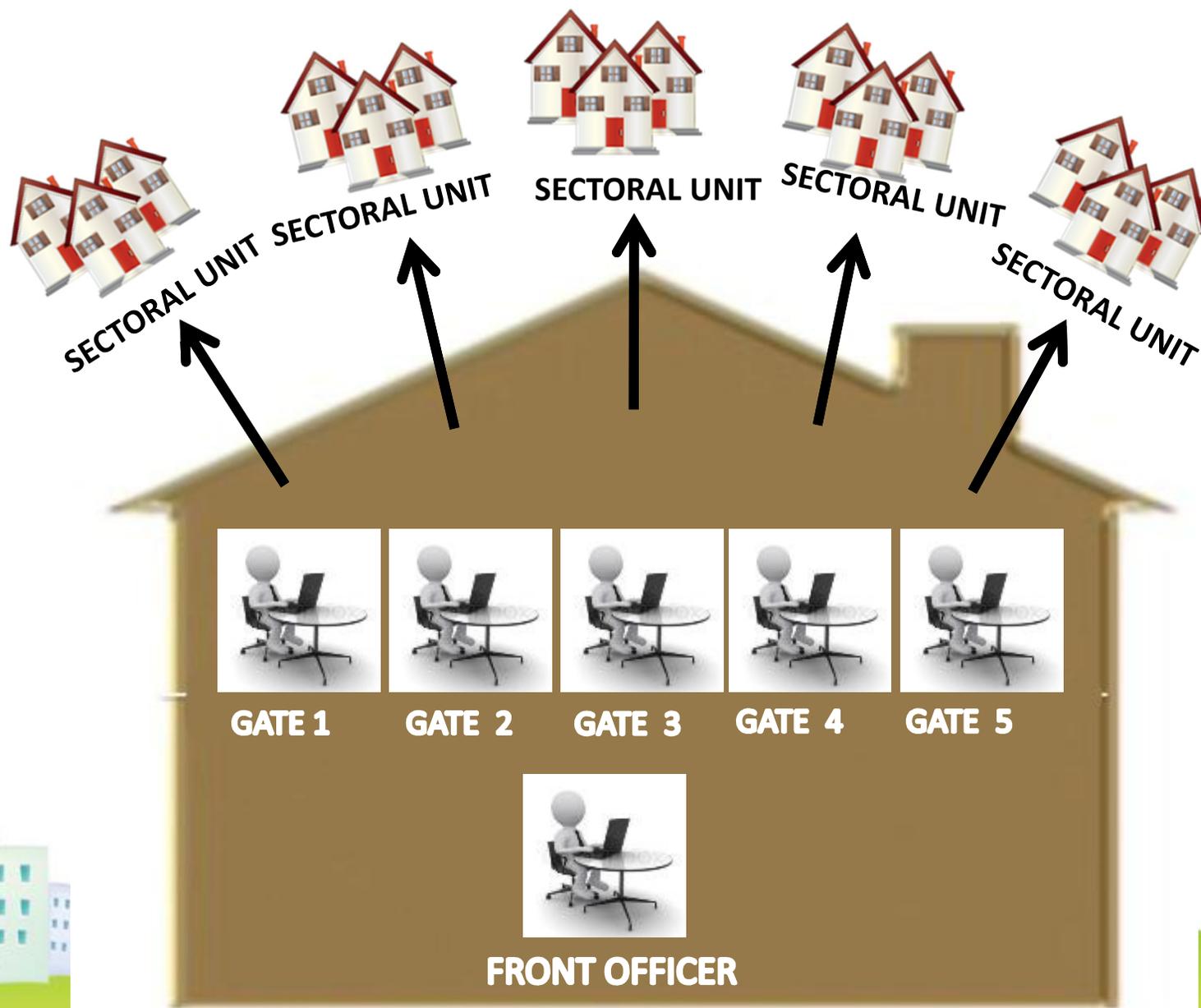
- Given to the most vulnerable group (the poor, people with different abilities, children, elderly, etc.)
- Assistance given by social assistants with equal standard, supported by social worker, welfare worker and social volunteers;
- Linkages – referral system with cross sectors



ONE GATE WITH VARIOUS TYPE OF SERVICES



DIFFERENT GATES WITH VARIOUS TYPE OF SERVICES



Piloting “Pandu Gempita”



Berau (South Kalimantan),
Sukabumi (East Java),
Bantaeng (South Sulawesi),
Sragen (Central Java)
Payakumbuh (West Sumatera).



LAUNCHING OF PANDU GEMPITA



NATIONAL CONFERENCE PANDU GEMPITA



DIVISION OF “PANDU GEMPITA” AS SINGLE WINDOW SERVICES

Division of :

1. Data and Information
2. Health Services
3. Social Services
4. Education Services
5. Community Development



TYPE OF SERVICES (1)

1. Data and information

- Registration
- Data verification and validation



2. Health services

- Intensive and non intensive care (free, i.e. health insurance)
- Emergency and continuous care (free, class II)
- Chemotherapy, radiotherapy, blood transfusion, ambulance services (free)

TYPE OF SERVICES (2)



3. Social Services

- ✓ **Income generating – home industry for the poor household**
- ✓ **Conditional cash transfer (PKH)**
- ✓ **Child welfare program (PKSA)**
- ✓ **Social insurance for the elderly**
- ✓ **Social assistance for disable people**
- ✓ **Housing and environment improvement**
- ✓ **Rice for poor people**
- ✓ **Buffer stock (anticipating disaster)**

TYPE OF SERVICES (3)

4. Educational Services



- ❖ **Scholarship to students of poor family (elementary level – academy)**
- ❖ **Financial/operational support for students from poor family**
- ❖ **Financial/operational support for schools**
- ❖ **Educational equipment support**

TYPE OF SERVICES (4)

5. Community Development

- **Community development with CSR fund support**
- **Community development by social volunteers**
- **Community fund raising for social assistance program**

INDICATOR OF SUCCESS

- Establishment of one stop services for poverty eradication and solution of other social problems
- Improvement of accessibility for basic social services, low cost / free, high quality basic needs services for the poor (food, education, health, housing, employment, clean water, social health services, etc.)
- Rise of integrated social solidarity movement (housing and village improvement, joint action, Corporate Social Responsibility, etc.)
- Establishment of friendly mechanism to dealt with people with social problems
- Establishment of mobility facilities and infrastructures for people with disabilities and vulnerable groups (elderly, pregnant women, and children).

Profile of District of SRAGEN – Central Java



**20 SUB DISTRICTS
196 VILLAGES**

**Total Area ± 946,49 Km²
2,91% of Central Java's total
area**

UPTPK Sragen

(Integrated Services Unit for Poverty Eradication)

- Sragen establishing UPTPK, as a form of Integrated Services Unit for Poverty Eradication. All poverty services will be conducted systemically by this unit
--- > “one stop services or single window services
- Motto :
“ We are family...very close...very real”
- Implemented in District level and Municipalities level

INTEGRATED SERVICES UNIT FOR POVERTY ERADICATION IN SRAGEN (DISTRICT LEVEL)



Waiting Room



Data & Information



Health Services



Education Services



Social Economic Services

UPTPK Main Task and Functions:

- **The role of UPT-PK :**
 - **Assessing the eligibility of the poor and giving needed social services**
 - **Formulating of technical policy in social services for the poor**
 - **Coordinating all stakeholders in providing social services for the poor**
 - **Dealing with community complaints**
 - **Updating poverty data based**
 - **Implementing of other tasks assigned by the head of District (Bupati)**

INTEGRATED SERVICES UNIT FOR POVERTY ERADICATION IN TANON-SRAGEN (MUNICIPALITIES LEVEL)



Lesson Learned based on Experiences of SWS

- **The fragmentation of human services and the need to connect them is a necessary factor to the success of advocating the poor**
- **To aid the poor must change gradually to shift from fragmented to integrated social services delivery system.**

Ways Forward



- **The success of the program also face some challenges mainly to ensure the eligibility of beneficiaries, access to program, budget provision, competent human resources, and integrating monitoring and evaluation.**
- **We face specific challenge to meet the need of social workers working for the program, especially on case management.**
- **Therefore, MOSA initiate the recruitment of them to place in piloting areas as a front-liner worker in Pandu Gempita.**
- **In the future we hope that GIZ with long experience in social protections system can support n maintaining the continuity of Pandu Gempita through technical assistance, research, human resources development**

Thank You
TERIMAKASIH

