



Kingdom of the Netherlands

INDONESIA-NETHERLANDS RULE OF LAW (ROL) FUND

Jakarta, 27 November 2019

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SPECIAL THANKS

- Dutch Embassy for their support
- IDLO
- Ombudsman RI Commissioners
- Ombudsman RI coordinators Diah Suryaningrum – Junika Rajagukguk
- Ombudsman RI master trainers
- The partners, CVC, PMN, VVI, NO
- Everyone who made this event possible and all participants

PROCEDURAL JUSTICE / PERCEIVED FAIRNESS

- **Being heard, direct contact (emotions, interests, concerns)**
- **Polite and respectful treatment**
- **Good and honest explanations managing expectations**
- **First impression**
- **Competence and integrity**



INFORMAL APPROACH

Purpose:

Discuss **together** what the problem is and **what the best way is to handle the problem** (solution driven approach) through open neutral conversations.



INFORMAL APPROACH

 **perceived fairness**



- More cooperative behaviour
- Public authority gets a human face
- Increased trust
- Better compliance with regulations and laws
- A more positive and secure feeling towards the government.

Enhancing democracy and citizens' trust in governance: Adopting a Fair Treatment Approach in Indonesia's Ombudsman offices



PARTNERS

- Ombudsman Republik Indonesia (ORI)
- Vrije Universiteit Amsterdam (VU Amsterdam)
- Nationale Ombudsman (NO)
- Centre for Conflict Resolution and Mediation (CVC)
- Pusat Mediasi Nasional (PMN)
- Van Vollenhoven Institute (VVI)



Why this combination?

THE PROJECT

- From the **Fair Treatment Approach** (FTA) to **Propartif**



(FTA)

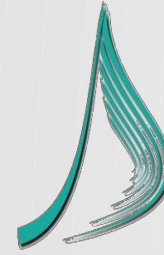


(Propartif)

- From formal to informal approach of complaint handling

PROPARTIF

PENDEKATAN PROGRESIF DAN PARTISIPATIF

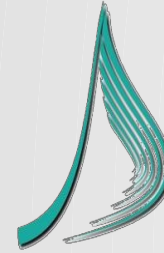


ENVISIONED IMPACT

The creation of a **well-functioning**, **legitimate**, **trustworthy** and **transparent** government, that is supported by citizens who feel **fairly treated**, **heard** and **respected**.

PROPARTIF

PENDEKATAN PROGRESIF DAN PARTISIPATIF



- Strengthened **structural capacity** of the Ombudsman RI
- **Enhanced professionalism and dedication** of Ombudsman staff in complaint handling
- **Dissemination of PROPARTIF** throughout Indonesia



THE HEART AND SOUL OF PROPARTIF

TRAINING OF MASTER TRAINERS



Amsterdam April 2018



Jakarta July 2019

OWNERSHIP & COMMITMENT OF OMBUDSMAN RI

Training 34 offices
+/- 400 ORI staff



Riau



LAMPUNG



WEST SULAWESI

TRAINING 34 OFFICES

Aceh



EAST NUSA TENGGARA



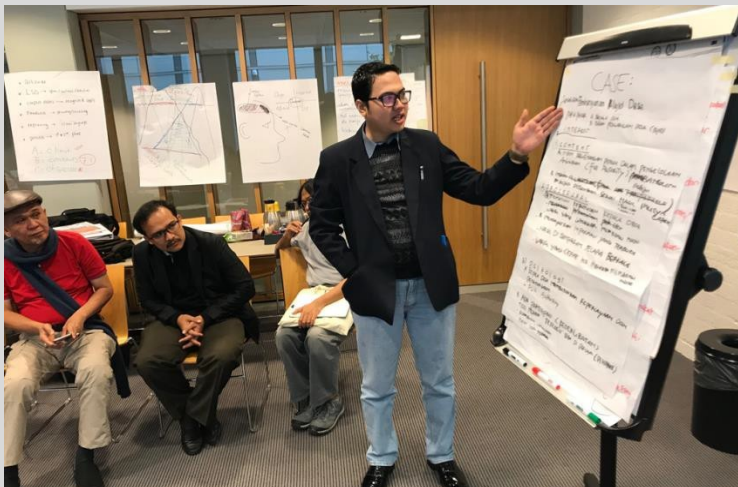
West Nusa Tenggara



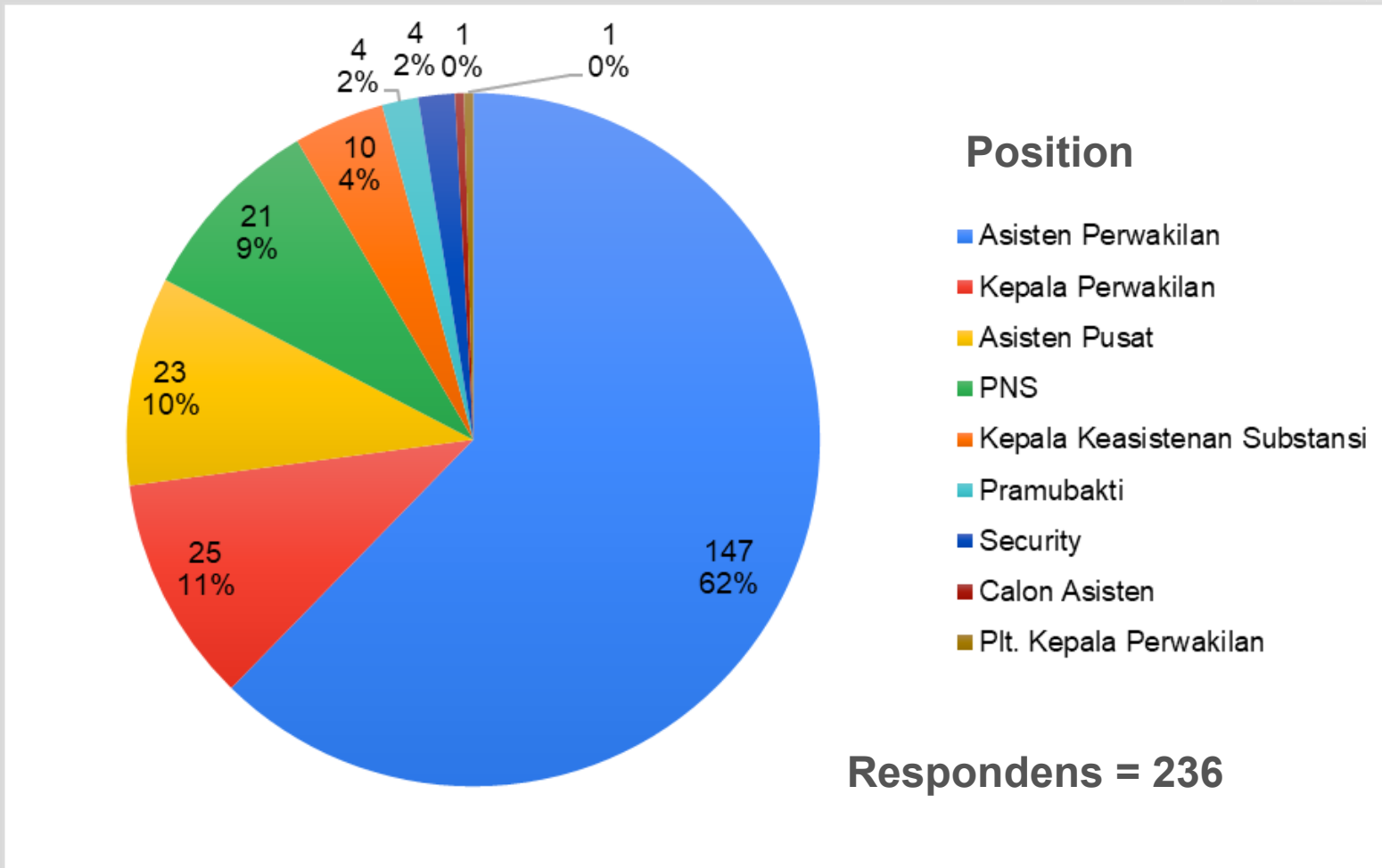
WEST SUMATRA



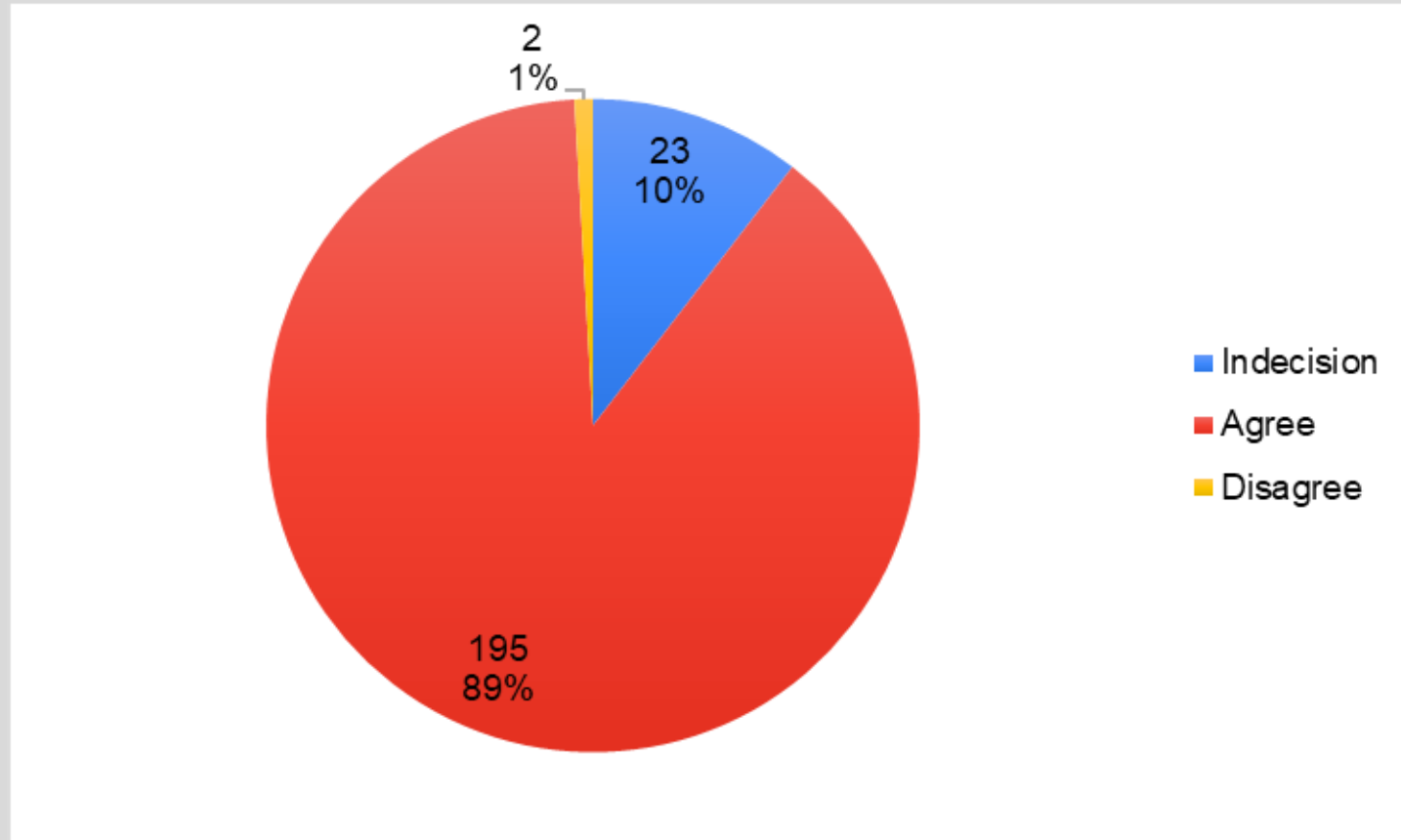
“MENANGANI DENGAN AHLI”



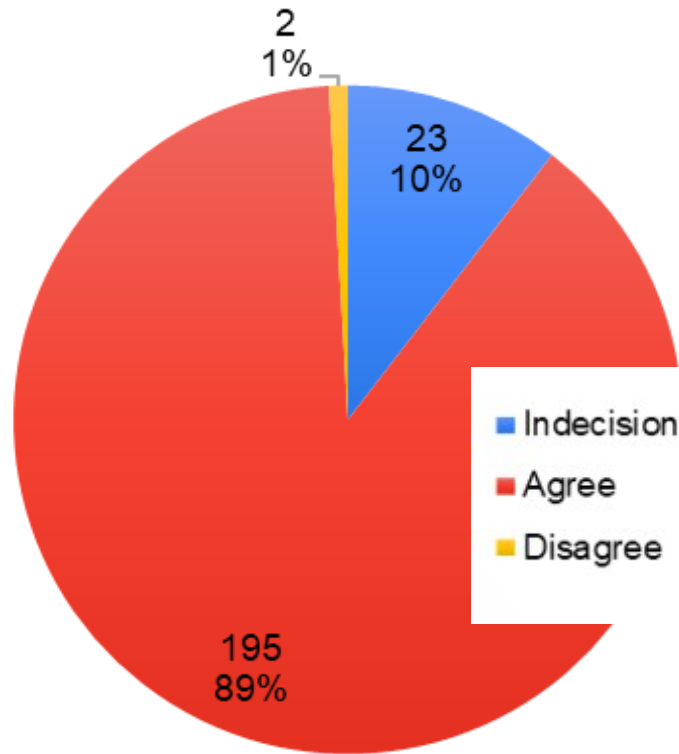
EVALUATION OF PROPARTIF TRAINING AND ITS EFFECTIVENESS IN PUBLIC COMPLAINT HANDLING



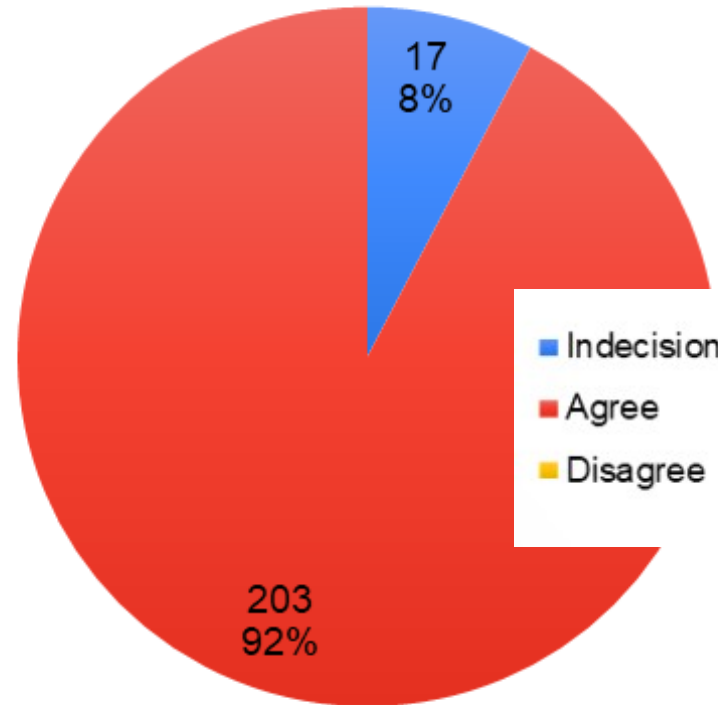
Overall I feel the Propartif Training Program helped me improve performance to solve public complaints



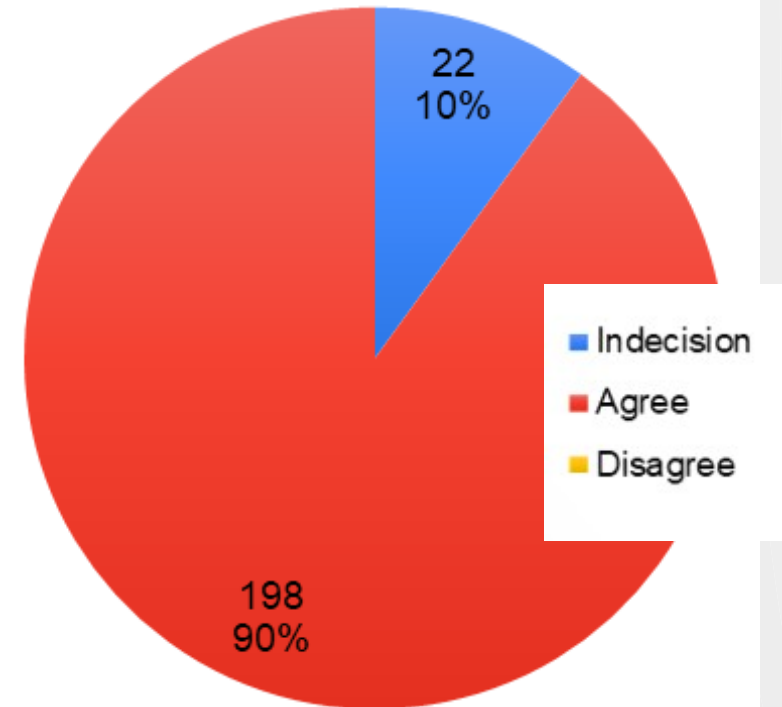
Attitude has become more open, more neutral and more patient to the parties



1. more Open

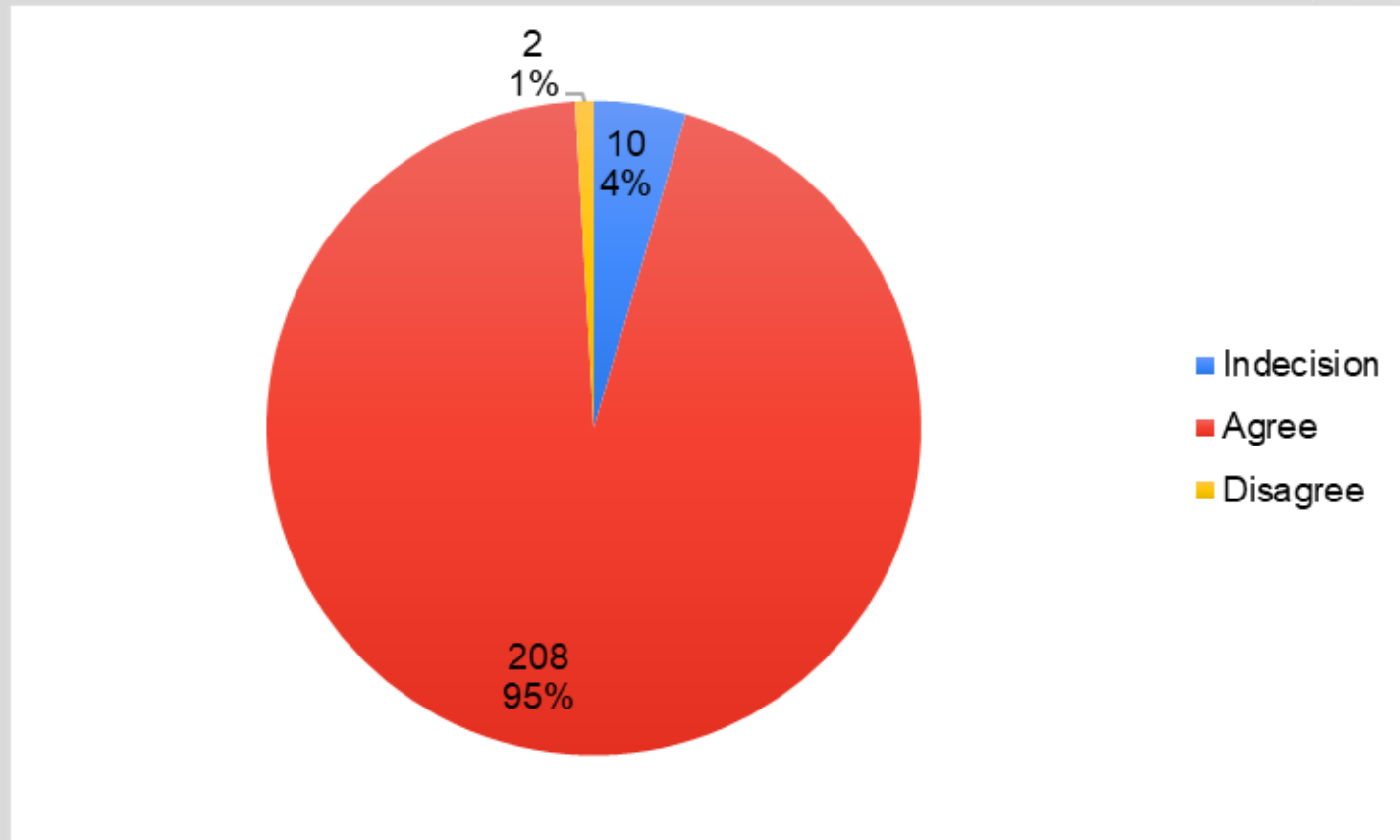


2. more Neutral

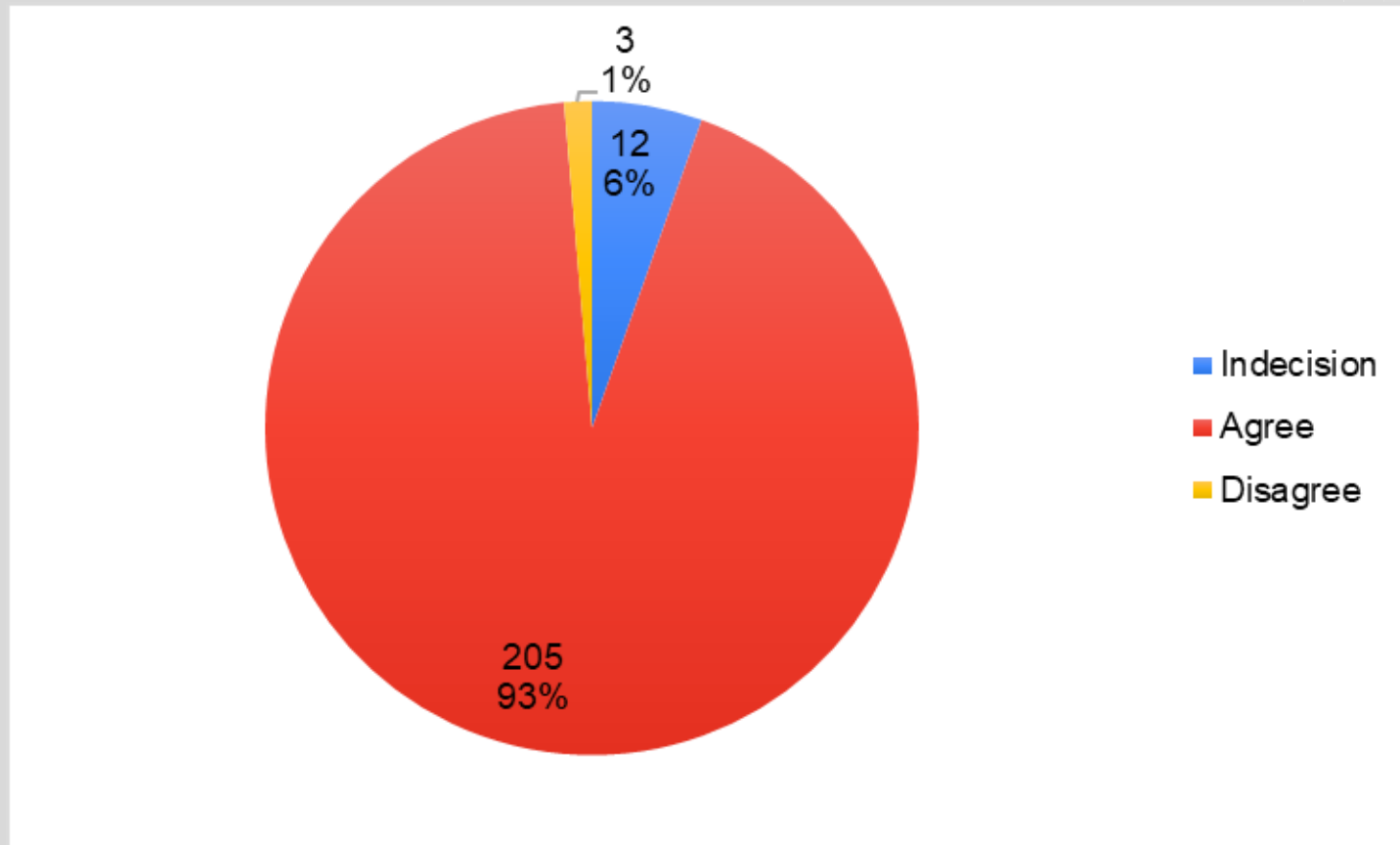


3. more Patient

Communicate became more polite and ordered



Integrity increase in resolving public complaint handling



LOOKING FORWARD

- Socialisation (outreach) is very important with other government agencies
- Regular refreshments and coaching Ombudsman assistants
- Time for preparation and building competencies
- Standardisation and uniformity of the Propartif
- Impact measurement over time

TERIMA KASIH! – DANK U! – THANK YOU!

