



2020 CIVIL SOCIETY ORGANIZATION SUSTAINABILITY INDEX

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2020 CIVIL SOCIETY ORGANIZATION SUSTAINABILITY INDEX

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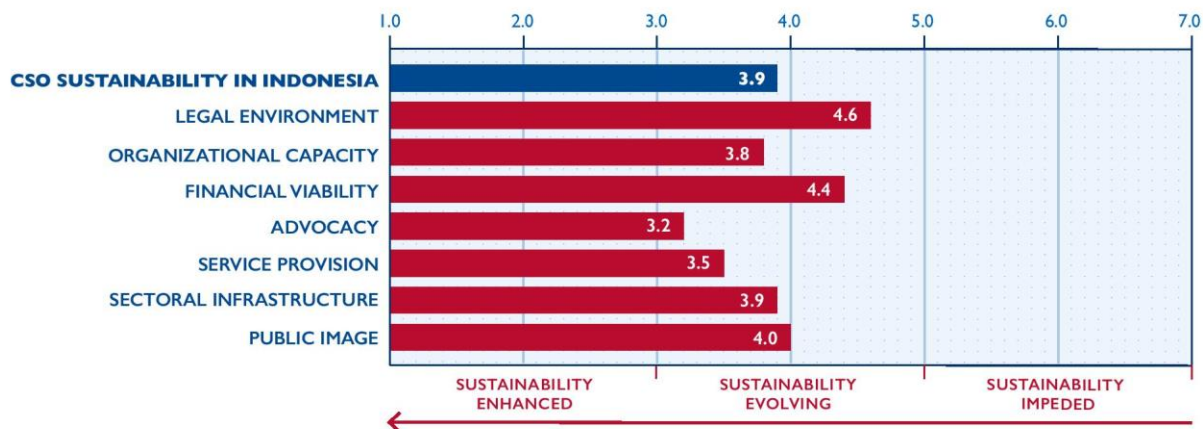
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INDONESIA

Capital: Jakarta
Population: 275,122,131
GDP per capita (PPP): \$11,812
Human Development Index: High (0.718)
Freedom in the World: Partly Free (59/100)

OVERALL CSO SUSTAINABILITY: 3.9



Marked by the COVID-19 pandemic, 2020 was a year of health, economic, and social crises in Indonesia.

Following the general elections in early 2019, President Joko Widodo (Jokowi) installed the Onward Indonesia Cabinet (*Kabinet Indonesia Maju*), the broadest governing coalition cabinet since the start of the reform period in 1998. The government was remarkably stable during 2020, despite the significant political, social, and economic turmoil in the country.

A proposed Omnibus Law on Job Creation spurred strikes and demonstrations in several regions, in addition to criticism voiced through social media. In just days after the proposed law was first published, a petition initiated by six religious leaders received one million supporting signatures, calling for the rejection of the law and a motion of no confidence in President Jokowi. Nonetheless, the law was passed on October 5 and enacted in November 2020.

In April 2020, the Minister of Health issued a national decree aimed at preventing the spread of COVID-19. Rather than setting national requirements, the decree empowered sub-national leaders to impose restrictions on businesses, travel, freedom of assembly, and other activities based on the severity of the pandemic in each region. The decree also empowered the military to enforce health protocols, reflecting the fact that the National Disaster Management Agency is traditionally headed by an active general. By the end of 2020, Indonesia had confirmed 743,198 cases of COVID-19, resulting in over 22,000 deaths.

The pandemic had a significant impact on the economy. The Indonesian Central Bureau of Statistics estimated a 2.07 percent decline in economic growth in 2020, the steepest drop of the past two decades. By August 2020, 9.77 million people in Indonesia were unemployed, an increase of 2.67 million compared to the previous year. Government funds were reallocated from several budget areas in 2020 and reprogrammed for COVID-19 response and relief. According to the State Development Audit Agency, the government's COVID-19 relief funds in 2020 totaled more than IDR 800 trillion (\$571,428,571).

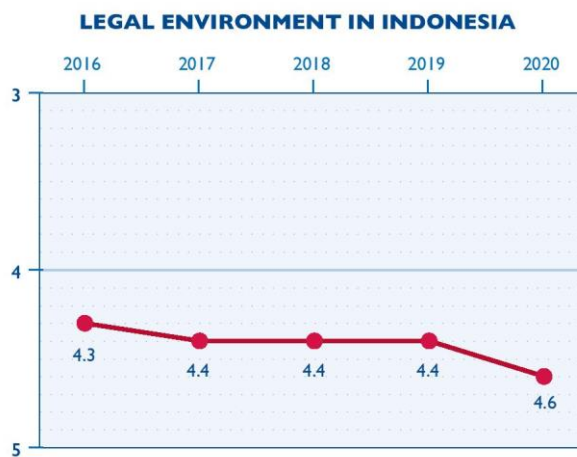
Though CSOs faced real challenges during the pandemic, some also saw it as a “blessing in disguise,” spurring increased activism and a clear role for CSO leadership in a time of crisis. CSOs worked to assist those facing increased challenges due to the pandemic, raised funds and support for vulnerable populations, and efficiently channeled that support to those most in need. CSOs were also innovative in their methods in 2020, embracing the shift online for activities ranging from communication with their constituents to fundraising.

In this context, the overall sustainability of CSOs in Indonesia remained unchanged in 2020. Four of the seven dimensions improved slightly—reflecting CSOs’ resiliency and responsiveness during the COVID-19 crisis—while one remained unchanged and two recorded deteriorations. Service provision improved due to CSOs’ swift and collaborative emergency relief services. The sectoral infrastructure of CSOs also met the challenges of 2020, as many national level CSOs took on roles as intermediary support organizations (ISOs) and the shift to online

platforms enabled training to reach a wider audience. Organizational capacity similarly benefited from growth online and increased constituency building, while the public image of CSOs improved with positive media coverage of CSOs' COVID-19 relief activities. On the other hand, financial viability deteriorated slightly due to wider economic declines. The legal environment remains the weakest dimension, deteriorating moderately in 2020 due to inconsistent registration issues, increased arrests, and narrowing space for freedom of expression and association. Advocacy remains the strongest dimension, unchanged in 2020 as CSOs counteracted the impact of COVID-19 restrictions by shifting their advocacy to virtual platforms.

According to the Ministry of Home Affairs (MOHA), only 2,031 CSOs newly registered or renewed their registrations in 2020, significantly less than in the previous year. This decline was probably due to obstacles to registration during the pandemic. There were a total of 431,465 CSOs registered in Indonesia as of November 2019, suggesting approximately 433,500 in 2020, but MOHA has not yet announced 2020 data. Some local government authorities also collected data, which are included in the national numbers. For instance, 148 CSOs were registered in Kapuas Hulu District in the Province of West Kalimantan and 405 in East Lombok Regency in the province of West Nusa Tenggara.

LEGAL ENVIRONMENT: 4.6



The legal environment for CSOs in Indonesia deteriorated moderately in 2020 and remains the weakest dimension of CSO sustainability. The decline was fueled by three factors: government inconsistency in adhering to due process in the registration and dissolution of CSOs; increased arrests of CSO activists and threats of violence through social media; and increasing intolerance and identity politics that narrowed the space for freedom of association and expression.

A CSO in Indonesia can obtain legal status as either an association or a foundation. A foundation does not have members, while an association is a member-based organization. Foundations are regulated by the 2001 Law on Foundations, revised in 2004, while associations are governed by *Staatsblad (Statute) No. 64/1870*.

CSO registration is further regulated by MOHA Regulation No. 57/2017 concerning Registration and Management of Societal Organization Information Systems. CSOs with legal status must first receive approval from the Ministry of Law and Human Rights, while CSOs that do not have legal status must acquire a registration certificate (SKT) from MOHA. In practice, however, many CSOs in Indonesia do not have either legal status or an SKT. The Directorate General of National Unity and Politics in Kapuas District, Central Kalimantan Province, noted that out of 148 organizations, only 21 had SKTs and 12 had legal status. Some smaller CSOs at the district level are not legally incorporated simply because the process is cost prohibitive. Others refuse to obtain SKTs, viewing them as a tool of political control and arguing that they should be abolished because CSOs are sufficiently regulated by other laws. Some CSOs also consider SKTs or legal status necessary only for cooperation with the government or national and international institutions. The requirements for receiving an SKT are relatively simple and free of charge, but each CSO is required to renew its SKT every five years.

In late 2019, the Islamic Defenders Front (FPI) was denied the renewal of its SKT, and in December 2020, MOHA effectively banned the group, stating that FPI's activities had violated the law and caused public disorder. The government further claimed that members of the group had engaged in terrorist activities. FPI's dissolution was confirmed by a joint ministerial decree later that month. Other CSOs were divided in their responses to the case. While some agreed with the government's decision to dissolve the hardline group, others stressed that it ignored the principles of due process of law—even while they agreed that the government crackdown on violent groups was a positive step. They further argued that registration should be voluntary, making the absence of an SKT insufficient reason to dissolve an organization. Those that agreed with the dissolution, however, argued that FPI

was not really a CSO and was instead a political movement organization, as it did not adhere to principles of non-partisanship and non-violence.

Freedom of expression was challenged in 2020, particularly due to the application of Law No. 19/2016, concerning amendments to the Law on Electronic Information and Transactions (ITE). CSOs consider articles within the ITE Law too flexible, allowing the law to be misused to restrict free speech. SAFEnet, a nonprofit organization that focuses on freedom of expression, reported eighty-four criminal cases against citizens in 2020. Of these, sixty-four involved violations of Law No. 19/2016, with most of the complaints originating from government officials, agencies, and investors. 2020 also saw an increase in the arrest of CSO activists, in addition to threats from social media “buzzers,” or influencers. For instance, eight activists from the Indonesia Rescue Action Coalition (KAMI) were arrested for alleged violation of the ITE Law after publicly criticizing the ratification of the Omnibus Law on Job Creation.

Amnesty International Indonesia further reported forty-three incidents of police violence in response to student and laborer demonstrations against the Omnibus Law in October and November 2020. The increased violence, threats, and arrests notably impacted the public perception of freedom of expression. According to the Indonesia Political Indicator Survey, 47.7 percent of respondents agreed somewhat that citizens are increasingly afraid to express opinions, while 21.9 percent agreed strongly.

In 2020, CSOs working on issues of gender equality and justice in Aceh and West Sumatra experienced increased social and political repression and faced intimidation from the sharia police, especially in Aceh. This severely restricted space for criticism or advocacy around women’s rights. Local activists reported instances of verbal harassment and social and political pressure to conform, particularly in terms of how to dress, including the wearing of hijabs. Often, this resulted in self-censorship. Government supervision of CSOs also tightened in early 2020 with MOHA’s issuance of Guidelines for Monitoring and Reporting of Community Organizations. The guidelines were distributed to governors and mayors and aimed to improve the accountability of societal organizations, maintain peace and order, and prevent the financing of terrorism. While some CSOs reported that they were unaware of the new guidelines, because none had been visited or evaluated in 2020, the potential impact of the circular is not yet clear.

CSOs receive tax exemptions on income from grants, donations, and inheritance, as well as zakat (required Islamic giving) if a CSO is a government-approved zakat collector. The procedure for applying for such exemptions is very bureaucratic and complicated. Government Regulation No. 93/2010 provides limited income tax deductions for persons or entities that provide contributions to national disaster relief, research and development, educational facilities, sports facilities, or social infrastructure development. The procedures to receive these deductions, however, are also complicated and subject donors to the risk of inspection by tax officers.

Associations may not engage in economic activities. Foundations may engage in economic activities by establishing business entities or investing up to 25 percent of their total wealth in enterprises. The profit from a foundation’s economic activities is taxed and must be used entirely for program sustainability and the financial independence of the organization.

MOHA Regulation No. 30/2008 regulates the procedures for public organizations to receive assistance from foreign parties. The regulation specifies that a public organization must be registered in order to receive foreign assistance, and that MOHA must approve the plan for accepting foreign assistance. However, these rules are not fully implemented and most CSOs do not follow them, although a few donors do require their grantees to receive government approval.

Presidential Regulation No. 16/2018 on Public Procurement introduced a new type of self-management procurement, regulating CSOs’ opportunities to participate in the procurement of certain types of government goods and services. COVID-19 relief efforts were implemented largely through that mechanism, and through MOHA Circular Letter No.440/2622/SJ on the Partnership of Local Government with Mass Organizations. These policies enabled the inclusion of CSOs in COVID-19 relief efforts in 2020. For instance, following the Circular Letter, the Aceh Provincial Government issued a decree on COVID-19 relief that ultimately enabled 100 institutions to receive funds for support efforts. However, many of those were student organizations, religious organizations, or politically-affiliated groups, and few CSOs funded by the Aceh decree could be considered inclusive or adept in community empowerment.

A number of CSOs at the national and regional levels have sufficient capacity to represent CSOs in legal proceedings. This includes the Indonesian Legal Aid Foundation (YLBHI) at the national level and Legal Aid Service (LBH) at the provincial level, in addition to the Indonesian Legal Aid Association (PBHI) at the national and regional levels.

ORGANIZATIONAL CAPACITY: 3.8

The organizational capacity of the CSO sector improved slightly in 2020—a notable achievement, given the challenges of the year. This improvement was spurred primarily by an increase in CSO constituency building, including the use of social media and WhatsApp groups to communicate with the public during the COVID-19 pandemic. The spirit of volunteerism spurred many CSO activists to turn to pandemic relief activities in 2020, and many CSO resources were redirected to help prevent the spread of COVID-19. While this strained CSO capacities in some respects, it also highlighted the strength of their relationships with and responsiveness to those in need.

There are still significant gaps in organizational capacity between CSOs at the national and regional levels, with most strong CSOs based in Jakarta. These CSOs generally have greater capacities to obtain donor funding and to build partnerships with government and corporate institutions, most of which are also based in Jakarta.

In order to continue their activities and maintain a strong relationship with constituents, many CSOs provided assistance online. While online communication with constituents and network partners did not always allow for the usual quality of engagement, it was necessary in light of COVID-19 restrictions and enabled CSOs to reach their audiences regardless of distance. This shift to online communication ultimately improved constituency building for some CSOs, which took advantage of the opportunity to communicate more frequently with their beneficiaries. For instance, in August 2020, the School of Agrarian Sovereignty (SKA) held two online workshops on agrarian and food sovereignty, particularly aimed at minimizing food imports. SATUNAMA Yogyakarta also provided online technical assistance in 2020, focusing on the village forest management program in Jambi and the livelihood program in West Papua.

CSOs' capacity for strategic planning increased in 2020 and is predicted to continue increasing in the coming year. For example, the MADANI project, supported by USAID and implemented by FHI 360, worked with at least thirty-two CSOs in six provinces to increase their strategic planning capacity and formulate or renew their visions, missions, and work programs for the coming years. Others, like the Suara Kita Institute, carried out their usual strategic planning online.

Most CSOs have flexible internal management structures based on program needs and try to have clearly separate responsibilities for decision making, implementation, and control. The extent of board engagement varies depending on the needs and resources of an individual CSO. The Institute of Rural Technology Development (LPTP), for instance, held an Executive Board Planning Coordination Workshop at the end of 2020 to support cross-sectoral coordination and more regular communication between the organization's board and executives. The MADANI project also works with its local partners to strengthen internal management through the creation of standard operating procedures (SOPs). Each CSO in the program must develop monitoring, evaluation, and learning plans. CSOs do not have the resources to measure their success through the use of external evaluators but do put together internal teams to conduct evaluations.

Staffing and recruitment remain particular concerns for CSOs. Many CSOs work on a project basis, making it difficult to retain staff. City or district CSOs are generally less likely to have full-time paid, educated, and skilled staff. Those smaller CSOs are also less able to invest in the capacity of their staff. Instead, some CSOs recruit volunteers to bolster their staff capacity. Facing financial limitations, some CSOs were also unable to pay members of their staff, ultimately increasing the number of “volunteers” that they relied upon. According to the Indonesian



NGO Council, out of forty CSO websites, six promoted volunteer opportunities. In some cases, volunteer assistance was integral in enabling CSOs to carry out their programs in 2020 and contribute to COVID-19 prevention and relief.

Some local CSOs, especially those in rural areas, still have limited access to information and communications technology (ICT) and many lack the hardware, bandwidth, and technical skills for online-based work. However, the pandemic forced a significant increase in CSOs’ technical capacity and use of online tools. Meetings and seminars that previously would have faced financial constraints became more frequent in 2020 thanks to the increase in online meeting platforms. For example, Suara Kita was able to involve all stakeholders, including constituents, in its online strategic planning process. CSOs also increased their use of online communication and social media, especially in urban areas.

FINANCIAL VIABILITY: 4.4



The financial viability of CSOs in Indonesia had been improving since 2017, characterized by increasingly diversified sources of funding. The financial impact of the COVID-19 pandemic, however, resulted in an inevitable, though slight, deterioration in 2020.

According to research conducted by the International NGO Forum on Indonesian Development (INFID) at the end of 2020, 72 percent of CSOs surveyed experienced financial setbacks in 2020 due to the COVID-19 pandemic. Of those, 23 percent reported that their financial setbacks had reached critical levels. The most impacted CSOs are those engaged in issues of strengthening tolerance (52 percent) and the environment (44 percent). A number of CSOs further reported that they are in danger of disbanding due to an

absence of donors in 2020, both foreign and domestic.

In the face of these problems, CSOs continued their attempts to diversify their sources of funding. To collect public donations, a CSO must obtain permission from the Ministry of Social Affairs and publish information about the donation on its website or social media account as a “donation receipt.” Many CSOs turned to local sources for funding in the midst of the pandemic. For instance, the Confederation of Indonesian Trade Unions (KSBSI), which previously relied on member contributions of 1 percent of every member’s salary per month, undertook new fundraising efforts after many workers were laid off during the pandemic, submitting grant proposals and requesting food donations for members. Though KSBSI’s efforts recognized the need for diversified sources of funding, they were largely unsuccessful by the end of the year. Suara Kita’s fundraising efforts met with greater success; the organization worked to support community empowerment programs by buying and selling used goods such as clothes and shoes. Local philanthropy also remains an important source of funding, especially by religious organizations such as the national-level zakat organization LAZISMU.

To receive funds from state and regional budgets, a CSO must be a legal entity and have an SKT. CSOs received government grants in 2020 in accordance with MOHA Regulation No.123/2018. The Tulungagung City Government, for instance, distributed grants to fifty-two CSOs in 2020, with a total value of IDR 1.2 billion (approximately \$82,200). Two organizations in Bengkulu Province received grants of IDR 1 billion (\$68,500) each. Seventy-three organizations received grants from the Tanah Laut District, with a total value of IDR 7.3 billion (approximately \$500,000). CSOs also competed for national level grants in 2020, including an educational program through the Ministry of Education and Culture with a total budget of IDR 595 billion (nearly \$41 million). For that program, 156 organizations were awarded grants ranging from IDR 20 billion (\$1.38 million) to IDR 1 billion (\$69,000).

The COVID-19 pandemic spurred a new mechanism for channeling government funds to CSOs, a positive development in an otherwise challenging year. In October 2020, MOHA issued Circular Letter No. 440/5538/SJ on the Partnership of Local Governments and Mass Organizations to accelerate COVID-19 relief. This offered an

important funding opportunity for CSOs, which could apply through the Type 3 self-management mechanism described above for participation in the procurement of government services.

Foreign assistance has continued to decline since 2008, when Indonesia joined the G20. In 2020, the World Bank ranked Indonesia as an upper middle-income country, potentially impacting how development partners support Indonesia moving forward. Still, several international NGOs and governments provided funding for CSOs in 2020. For example, the World Bank and the Indonesia Climate Change Trust Fund (ICCTF) launched a program for Coral Reef Rehabilitation and Management (COREM), running from March 2020 through February 2022. The government of New Zealand issued a call for proposals for capacity building, and the European Union (EU) granted IDR 86 billion (\$5.9 million) to eight CSOs in Indonesia for COVID-19 relief programs. The government of Japan also provided financial support in 2020.

Funding through corporate social responsibility (CSR) programs remains common but not entirely reliable. The Indonesian NGO Council also found that CSR is commonly misinterpreted as a source of funding only for projects directly related to the company, not as a means of strengthening the broader community.

Several CSOs continue to earn income by selling their products and services. For instance, the Indonesian Society for Social Transformation (INSIST) has a bookstore, Yayasan Satu Karsa Karya (YSKK) offers consulting and training services, and the SATUNAMA Foundation offers consulting and training and rents out lodging facilities. However, these income opportunities were limited in 2020 given the shift to online-only training and the wider economic downturn.

Most CSOs are able to practice adequate financial management, and financial management systems are improving, especially among CSOs that benefit from donor-funded capacity-building programs. For example, the MADANI program worked to improve local CSO financial management through the development of financial SOPs. The Law on Foundations requires foundations that have received donations from the state, overseas parties, or third parties totaling IDR 500 million (approximately \$34,300) or more to be audited by a public accountant and to publish their annual report summaries in an Indonesian-language daily newspaper. However, some CSOs cannot afford the fees of public accountants.

ADVOCACY: 3.2

Advocacy remains the strongest dimension of CSO sustainability and was unchanged in 2020. CSOs successfully transferred their lobbying and advocacy strategies from the streets to social media, allowing them to shape public opinion, influence stakeholders, and engage in strategic dialogues through virtual platforms. However, these positive developments were counteracted by COVID-19 restrictions and increased violence, threats, and arrests in 2020.

CSOs are often involved in the process of designing policies at the national and local levels, though this was somewhat reduced in 2020 due to COVID-19 restrictions and government difficulties in moving the process online. Many regulations were adopted in response to the pandemic but often with minimal CSO participation. This problem was particularly pronounced at local levels. At the national level, a coalition initiated by INFID, the Secretariat of the Inter-Network of Civil Society Organizations (SEJAJAR), and LinkLSM, succeeded in encouraging the issuance of several circulars around COVID-19 regarding the procurement of goods and services and CSO partnerships with regional governments, as described above.

The advocacy agenda in 2020 was dominated by the Omnibus Law on Job Creation, which was strongly opposed by over forty CSOs. CSO coalitions at national and regional levels continued to object to the law, which was approved with little input from the public. While the law is aimed at reducing regulations and creating jobs, critics warn that it could damage labor unions and job security, may further centralize power in Indonesia, and ignores



possible environmental impacts, threatening to close the space for public participation in investment and business development. Once the bill was passed in October and enacted in early November, advocacy expanded from public demonstrations to a judicial review lawsuit at the Constitutional Court, initiated by several CSO coalitions. The Constitutional Court held its first hearing on the lawsuit in November 2020 and the case was ongoing at the end of the year. The thirteen-member CSO coalition on human rights also delivered a press release at the end of 2020, calling for the cancellation of the law.

As discussed above, however, police violence in response to the demonstrations against the Omnibus Law, together with CSOs' concerns around the misuse of the ITE law, notably harmed perceptions of free speech in 2020. Police guidelines on cybercrimes related to COVID-19 also threatened free speech and advocacy around the government's response to the pandemic.

Advocacy by the women's movement remained strong in 2020, particularly pushing for the discussion or ratification of various policy agendas, including the draft Elimination of Sexual Violence Bill and the Bill on Protection of Domestic Workers. As of November 2020, advocacy initiatives succeeded in adding the draft Elimination of Sexual Violence Bill to the National Legislation Program, the first step toward passing the law. The women's movement also actively advocated against the Omnibus Law and the Bill on Family Resilience. Their advocacy in 2020 expanded through online platforms like Zoom, Google Meet, and social media.

A coalition of CSOs concerned with issues of transparency and the public budget also strengthened its work in 2020, coordinating to produce policy briefs and research publications. The coalition included INFID, the Indonesian Forum for Budget Transparency (FITRA), Indonesia Corruption Watch (ICW), and Transparency International Indonesia (TII). The government welcomed the role of CSOs in guarding the transparency of public budgets, recognizing the strength of the coalition's data-driven and systematic efforts. At the national level, the transparency of planning and budget discussion processes is bolstered by Open Government Indonesia (OGI). Eleven CSOs participate in the Civil Society Coalition for the Open Government Partnership (OGP). As part of that process, they are now preparing the OGI Action Plan 2020–2022.

To strengthen lobbying and advocacy on public policies at the national and regional levels, the Indonesian Civic Engagement Alliance (CEA) Coalition and several other CSOs carried out various studies and discussions to provide input to the government, especially on policies that might have a negative impact on society. Policies under review in 2020 included the Presidential Regulation Draft on the National Action Plan for Human Rights and the implementation of business principles and human rights.

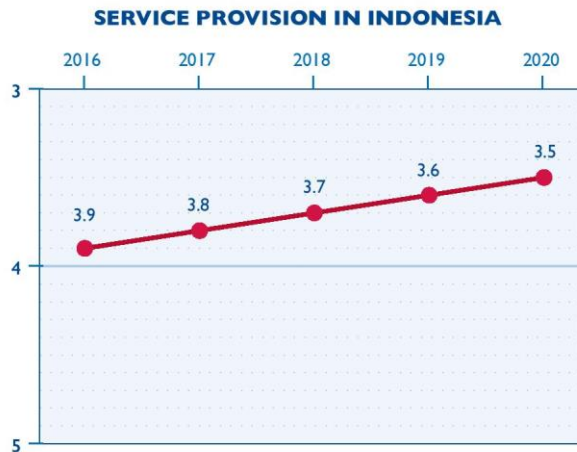
CSOs continued to lobby and push for open government and due process at regional levels, in addition to their national efforts. For example, CSO networks in South Sulawesi, led by the Swadaya Mitra Bangsa Foundation (YASMIB), responded to and oversaw the implementation of government policies related to COVID-19. CSOs also continued to assist stakeholders at the village level to increase participation in local development planning, starting with the involvement of community representatives in Development Planning Consultations (MUSRENBANG) at the village, subdistrict, district, and provincial levels. In 2020, five local governments joined OGI discussions.

CSOs successfully advocated for the reform of CSO-related laws in 2020. Most notably, a coalition of CSOs lobbied for easier access to government funds for COVID-19 relief activities, resulting in the MOHA Circular Letter No. 440/5538/SJ on the Partnership of Local Governments and Mass Organizations in October 2020. CSOs also continued discussions around the penal code, actively addressing each article of the bill; those discussions have been ongoing since the fall of the Suharto regime.

SERVICE PROVISION: 3.5

CSO service provision slightly improved in 2020, as it has consistently done since 2016, as CSOs demonstrated their efficiency and responsiveness in providing emergency services around COVID-19. In the early months of the pandemic, however, many traditional CSO services were stopped. As it became apparent that the crisis would be ongoing and regular services such as legal assistance remained critical, many CSOs worked to find a balance between traditional service provision and emergency relief.

Responding as they would to any natural disaster, CSOs with a wide network base—including the Indonesian Red Cross (PMI), Muhammadiyah, and the SEJAJAR Coalition—played an active role in supporting COVID-19 relief at central, regional, and village levels. Their assistance ranged from health education to the distribution of masks,



hygiene supplies, and food. In 2020, PMI mobilized 23,000 volunteers in response to the pandemic, 80 percent of whom were non-medical personnel. In addition to direct assistance, CSO volunteers supported by the Indika Foundation built the website KAWAL COVID-19 (Monitor COVID-19), which pooled government and independent resources to provide data and information about COVID-19.

CSOs also continued to develop and expand their regular missions and services, adapting to the restrictions brought on by the health crisis. Preventing violence against women and children, for instance, was of particular concern during the pandemic. In 2020, 940 cases of online gender-based violence were reported to the National Commission on Violence Against Women, a

notable increase from 241 in 2019. Other institutions, including the Legal Aid Institute–Indonesia Women Association for Justice, reported similar increases in cases of gender-based violence, from 126 in 2019 to 510 in 2020. CSOs continue to provide support to the victims, including legal, health, and psychological rehabilitation, as well as social reintegration.

CSOs have developed various models of participatory service delivery approaches, such as participatory rural assessments and social mapping, to identify community needs and key actors in the community that can be involved in projects. CSOs also strengthened the services they offer to other CSOs, with a particular focus on capacity building, accountability, and resiliency.

CSOs usually provide services to the poor free of charge but charge fees to those who can afford to pay. These free services are especially critical for poor communities in remote areas, which often struggle to access basic services from the government, and CSOs continued to play an integral role in supporting those communities in 2020. During the pandemic, CSOs optimized their online services, including trainings for fellow CSOs and the community, enabling them to expand their reach. For example, the Indigenous People of the Archipelago Defenders Association held basic paralegal training for 138 participants and provided advanced paralegal training for 66 participants. The Bali Provincial Law and Human Rights Regional Office also inaugurated 121 Village Law and Human Rights Service Posts in June 2020.

The government has voiced appreciation for CSO efforts on a number of issues. For instance, the government awarded several CSO activists with the KALPATARU award for their environmental work. The Ministry of Manpower (Kemnaker) also recognized twenty-three CSOs for their work on child labor issues in 2020. The government also lauded the support and actions of CSOs in responding to COVID-19, as evidenced by the MOHA circular letter providing for direct cooperation between CSOs and local governments.

SECTORAL INFRASTRUCTURE: 3.9

Even in the midst of the COVID-19 pandemic, the infrastructure supporting the CSO sector in Indonesia continued to improve slightly in 2020. Many national CSOs took on roles as ISOs, and the shift to online platforms enabled training to reach a wider audience.

CSOs at the national level continued to act as resource centers, grant providers, and intermediaries channeling international funds to CSOs in the regions. ISOs at the national level include Penabulu, Permampu, Bakti, Kapal Perempuan Institute, FITRA, and Konsil LSM Indonesia. Those acting as international intermediaries include SNV Netherlands Development Organization, the Interchurch Organization for Development Cooperation (ICCO), and the Farmer Initiatives for Ecological Livelihoods and Democracy–Indonesia Foundation (FIELD-Indonesia). These organizations provide support and training for organizational capacity building and program collaboration and cover issues of sexual and reproductive health rights, environment and climate change, budget transparency, gender equality, and more. SEJAJAR also facilitated national meetings in 2020 to increase CSO capacity, particularly around joint advocacy, coordination with government authorities, and COVID-19 support efforts.

Several local organizations provided grants to CSOs in 2020. The Tifa Foundation sub-granted foreign funding to support capacity building for partners working on transparency, inclusion, and justice. The Penabulu Foundation sub-granted EUR 500,000 for small grants programs and EUR 1 million for micro grants. Through local fundraising, Indonesia for Humanity (IKa) provided financial support to organizations working with female victims of violence.

CSO coalitions remained strong in 2020, and they collaborated on various agendas. Continuing their efforts from 2019, roughly forty CSOs joined Fraksi Rakyat Indonesia (FRI) to advocate against the Omnibus Law. Another coalition worked to support the passage of the Elimination of Sexual Violence Bill, bringing together CSOs, academics, and students and alumni of the University of Indonesia. The Marine and Fisheries NGO Coalition (KORAL) and the Clean Energy Civil Society Coalition also engaged in advocacy and policy discussions in 2020.

In response to COVID-19 restrictions, organizations that provide training, technical assistance, and ICT resources to CSOs successfully shifted to online methods in 2020, reaching more participants in the regions. Some training sessions were project-based, while others were ongoing. Communication for Change (C4C), with support from the Ford Foundation, helped CSOs improve their communication strategy capabilities. As mentioned above, the MADANI program also strengthened CSO organizational capacities in 2020, reaching thirty-two CSOs across several regions. HukumOnline.com provided online clinics and training on law and human rights, and C4C continued to provide a variety of training opportunities for CSOs, including communications and publications. KSBSI worked to strengthen the capacity of regional labor union officials in negotiations and advocacy. Though these opportunities were available through innovative methods, some local CSOs lack the resources to access necessary training, as it is not all provided free of charge. Training on certain issues, such as constituency building and strengthening boards, remains unavailable in Indonesia.

Multi-stakeholder collaboration between CSOs, the government, and the private sector continued to increase in 2020, particularly around environmental, labor, and governance agendas. The Association for Economic and Social Study and Development (PERSEPSI), World Wildlife Fund Indonesia, and the Financial Services Authority (OJK) actively collaborate on a sustainable financing program for non-forest timber products, and the SOMPO Environment Foundation provides a volunteer apprenticeship program for CSOs working on environmental issues. Efforts around the OGP also encouraged collaboration in 2020, and five local governments worked closely with CSOs through the OGP platform. KSBSI worked with the Ministry of Manpower to encourage more harmonious industrial relations, particularly through negotiation training for labor unions and KSBSI members. CSR forums further strengthened intersectoral partnerships at the central and regional levels, especially around programs related to achieving the Sustainable Development Goals (SDGs), poverty alleviation, and inclusive development.

SECTORAL INFRASTRUCTURE IN INDONESIA



PUBLIC IMAGE: 4.0

The public image of CSOs improved slightly in 2020, driven by significant improvements in mainstream media coverage and CSOs' own online communication strategies.

CSO activities—particularly those related to COVID-19 relief—were covered by national and regional media outlets, online and on television. CSOs working on environmental advocacy received national coverage from *Kompas*, *Tempo*, and others, and Legal Aid Service APIK Jakarta's activities were covered by the *Tribun Network*. In addition to reporting on CSO work, *Kompas* conducted surveys on how to strengthen civil society movements in Indonesia.

In addition, CSOs increased their capacity to utilize ICT and social media, which was especially critical given COVID-19 restrictions. WhatsApp, Facebook, and Instagram were the three most popular mobile applications, and CSOs worked to increase their presence on social media to better promote their activities and build networks in 2020. These efforts are all the more influential as internet access in Indonesia continues to increase. In November



2020, the Indonesian Internet Service Providers Association reported that the number of internet users in Indonesia had reached 196.7 million, a dramatic increase from the 23.5 million reported in 2018.

According to the Edelman Trust Barometer, the public's perception of CSOs did not change in 2020, with 68 percent of respondents indicating that they trusted CSOs. Trust in CSOs remains lower than that in business (79 percent), government (75 percent), and media (69 percent). Some CSOs have been suspected of extorting local government institutions, spurring public distrust. The 2020 demonstrations in opposition to the Omnibus Law, largely driven by CSOs, also occasionally resulted in riots, which sparked further public discomfort around CSO activities.

The government's efforts to collaborate with CSOs on COVID-19 relief emphasized its positive perception of CSO efforts in 2020. In addressing the challenges of 2020, the government increasingly recognized the role of CSO services as not just helpful, but necessary. The government, private sector, and academia also turned to CSO activists for their expertise in fields like disability rights, gender equality, and education.

Many CSOs have codes of ethics, but most fail to apply and enforce them consistently. In 2020, CRS Indonesia sought to improve CSO behavior and ethics through training and mentoring for its ten partner institutions. Only a small fraction of CSOs publish annual reports, and a survey by the Indonesian NGO Council found that only six out of forty CSO websites regularly published annual reports over the last three years. Several other CSOs also published annual reports in the past several years, but not on a regular basis.

Disclaimer: The opinions expressed herein are those of the panelists and other project researchers and do not necessarily reflect the views of USAID or FHI 360.

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