



Case Story

Monitoring the Procurement of Goods and Services as an Effort to Improve the Quality of Education and Health Services in Tangerang City, Indonesia

1. Background

Yayasan Pusat Telaah dan Informasi Regional or PATTIRO (in English, "Centre for Regional Information and Studies) is a nongovernment organization founded in 1999. PATTIRO's founders were inspired by the social and political changes brought about by the 1998 movement for reform and the policy in local autonomy of 1999. Its first activity was a "Pilot Project to Strengthen Village and Sub-District Institutions." This project ran for three years and focused on promoting local autonomy.

Today, PATTIRO is dedicated to promoting and creating good governance, particularly at the local level. PATTIRO focuses on public service improvement, planning and budgeting system development, and stakeholder capacity building and strengthening.

PATTIRO works in 20 districts in Indonesia and undertakes research and advocacy using a partnership approach with local stakeholders in order to build good governance and social justice. The majority of PATTIRO's work is in the area of budget analysis, expenditure monitoring, public service policy monitoring, local economic strategies development, and budget revenue monitoring. PATTIRO's network partners are found in 10 Indonesian localities, including Tangerang City.

PATTIRO provides various services to NGOs, donor organizations, government institutions, and private sectors that share the same goals. Its services include: research, training, assistance and model development. PATTIRO's work experience covers:

- Helping local governments in budget-making
- Help to community complaint centers of local governments



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- Gender budget training for local government, local legislatures, and NGOs
- Research on public services
- Research on local budget
- Research on national and local legislation processes
- Training on drafting laws and ordinances for local legislative members
- Assisting local governments during donor meetings

PATTIRO receives support from many donor agencies. They include:

- Ford Foundation (2000-2005)
- The Asia Foundation (2002-present)
- Australian Agency for International Development (2005-2006)
- United Nations Development Programme / UNDP (2004)
- ACCESS (2005-2006)
- Tifa Foundation (2004-2006)
- European Commission (2006)
- Hivos (2006)
- Partnership for Local Governance (2006)
- The World Bank – National Democratic Institute (2006)
- Brookings Institute (2008-present)
- New Zealand Aid
- UNFPA
- Revenue Watch Institute

2. CSO Activity

PATTIRO has been building networks at the local level since 2000 in about 14 regions and cities in Indonesia. It started with building networks of communities that have a shared concern about public policy and services. The networks then continued to work on budget policy and procurement of goods and services. Every region and city has its own focus of issue and advocacy. In 2007, during PATTIRO'S budget advocacy effort, it spotted many problems related to the procurement of goods and services.

In Tangerang City, Banten Province, PATTIRO is building a constituency that views goods and services procurement as impossible if advocated and monitored by NGOs alone. Tangerang is an



industrial and manufacturing hub on Java. In recent years the urban expansion of Jakarta has covered Tangerang, and as a result many of its residents commute to Jakarta for work, or vice-versa. Many high-class and middle-class satellite cities have been developed in Tangerang, complete with their own shopping malls, private schools and convenience centers.

PATTIRO believes that all segments of society are needed because they are the final beneficiaries of goods and services resulting from procurement processes. Discussion with various professional groups, scholars, students, public figures and the mass media have resulted in an agreement to build a Coalition of Society Concerned with Goods and Services Procurement (SIKKAP BAJA) in Tangerang City.

This coalition has become a primary advocate of monitoring the procurement of goods and services, particularly in the education sector (such as the procurement of school buildings, desks, and chairs) and the health sector (such as construction of Puskesmas or local health centers). As of August 2009, various preventive measures have been carried out by SIKKAP BAJA, and are believed to have lessened the corruption level in procurement practices in Tangerang City. These measures include press releases, lobbying, hearings with local governments, and reporting procurement officials who abuse their power.

3. Approaches, Strategies and Learnings

PATTIRO's main approaches and strategies are –

- Intensively building local-level political networks
- Building a relationship of trust with local government executives and legislative members
- Strengthening civil society groups, such as faith-based groups and social groups.
- Cooperating with scholars, experts, mass media practitioners, and other NGOs in strengthening the study and analysis of procurement issues.

Government is regarded as a partner because government's role is crucial in policy-making. Hence, when conflict arises between government and citizen groups, PATTIRO sees its role as a mediator. PATTIRO believes that society needs to be continuously strengthened. To do that, society should be



involved in various processes although these processes should be entered into gradually.

For PATTIRO, monitoring procurement requires more than just a commitment to law enforcement. What it needs are actual measures wherein legal action is taken against violators of laws on the proper procurement of goods and services. Laws should also protect fair competition in procurement processes. This means constant, active monitoring by citizen groups.

4. Challenges

- In Indonesia, the process of direct elections of regional government executives as well as national and local legislative members has increased political tensions. These tensions significantly influence law enforcement and efforts to eradicate corruption.
- The Local Autonomy Policy has opened up larger money flows from the national to the local level. However, this has also raised concerns about level of readiness and professionalism of local governments.
- PATTIRO expects more public funds to flow from the sub-districts to the villages. This is why it seeks to replicate its experience of strengthening society in Tangerang City to other localities. This anticipates the need for strong, capable citizen groups able to monitor the procurement of goods and services by local governments.

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