

Sistem Administrasi dan Informasi Distrik (SAID): Improving Service Delivery through Better Data

“Many of our residents do not receive the benefits they deserve [from proper service delivery] because of unsynchronized data between different levels of government.”

That observation from the Head of Puay Primary School in Papua, Agnes Katerina, says it all and is an echo of an unfortunate cry heard in many places all across Indonesia.

Evidence shows that if more complete data can assist local governments to address challenges in delivery of services then the availability of comprehensive data in any one location will certainly lead to improvements in both cross-sector coordination and responses.

But for data to be useful in resolving cross-sectoral issues, the role of the Kepala Distrik (Head of Distrik) in crosssector coordination and data must be strengthened. One of the efforts underway by the government of Indonesia in this regard is the Sistem Administrasi dan Informasi Distrik (SAID); a tool that consolidates data for better oversight of basic services at the Distrik level.

SAID is critical for the Distrik’s evidence-based planning and budgeting; it holds relevant data on various facets of diverse basic services ranging from total numbers and rates of illnesses seen to pregnancies and related data to school enrolment levels... all of which are valuable inputs into a Distrik’s pro-poor planning.

Presenting this data and related analysis to diverse users through user-friendly dashboards is the easiest way to avail this information for advocacy, planning, budgeting, performance monitoring and monitoring and evaluation on basic services as per set standards. But we all know that seldom is data availed that becomes data used. This is why SAID not only focuses on data and developing the information system, but also focuses on building the capacities of village and Distrik staff.

In this way, SAID positions itself to serve four very specific functions by being an early warning system for budgeting and planning in health, education and legal identity while being an oversight and feedback mechanism for service delivery performance in the same sectors. SAID is also an instrument of transparency for the use of the village funds and other social assistance program funds through creating a participative administration system. Finally, SAID assists the local governments’ administrations in accelerating service delivery processes, such as the issuance of birth certificates.

Identifying Information and Data Needs for the Distrik

In October 2016, KOMPAK in collaboration with the UN Pulse Lab Jakarta (UN PLJ) tested four prototypes in East Sentani, Papua, using various combinations of Sistem Administrasi dan Informasi Kampung (SAIK) data, village financial data, village profile data and service unit data (health and education).

The pilot tested and measured the effectiveness of the SAID data towards enhancing the Distrik and Kampung governments' capacities to analyse and use data for planning purposes and decision-making processes. The results were quite eye-opening; while the local governments recognized the usefulness of the SAID approach, it was widely recognized that the same cannot be put in place if robust SAIK systems are not in place to contribute the data to the Distrik level. The urgent need for realtime data was noted across board.

As a result of KOMPAK's and UN PLJ's work on this pilot, clarity on where the Distrik and Kampung should start on implementing data systems and building their capacities was provided. The community decided to first start investing in boosting their capabilities on SAIK in anticipation of their engaging at a broader SAID-level.

"An advanced system would be [extremely] beneficial, but we need to start small [because of our current capacities]. We need to gradually build up our capabilities [in SAIK] to be able to accommodate the system [SAID]", said Steven Ohee.

Going forward, KOMPAK will support the East Sentani Distrik on SAIK and SAID activities in (i) development system of SAIK 2.0 and SAID, (ii) training cadres data on kampung and distrik level, and (iii) facilitation in system maintenance of SAIK and SAID. On the other hand, KOMPAK also will support development of 'Rumah Data' as a data hub that houses data from village and service units in distrik level, which serves as a tool for kepala distrik to coordinate with vertical and horizontal level.