



FULFILLING MINIMUM SERVICE STANDARDS FOR HIGH-QUALITY BASIC SERVICES IN INDONESIA

December 2024

Minimum Service Standards



Minimum Service Standards (MSS) define the types and quality of essential services every Indonesian has a right to receive. As stated in Government Regulation No. 2/2018 and related laws, MSS ensure that all Indonesians receive equitable, standardized services in education, health, public works, social affairs, and housing. These standards reflect the government’s presence, commitment and obligation to its people.

MSS are not just a target or policy—they are a right of every Indonesian citizen and a binding obligation on both central and subnational governments. Fulfilling MSS is the essence of good governance.

The Importance of MSS

Across Indonesia, many vulnerable people and regions still struggle to access basic services. Addressing this gap is an important step towards achieving the Golden Indonesia Vision 2045. MSS are the foundation of Indonesia’s progress and reflect a promise to every citizen. MSS embody the government’s commitment and tangible presence in delivering services to the community.



2045 Golden Indonesia Vision: MSS are the foundation for Indonesia’s journey towards becoming a prosperous, equitable, and globally respected nation.



Equity: MSS ensure that every citizen, from those in remote villages to those in urban centers, has access to basic services.



Accountability: MSS provide measurable benchmarks for government performance so that the people can trust governance.



Government Presence: Services are the face of governance, from the smallest village to the largest city.

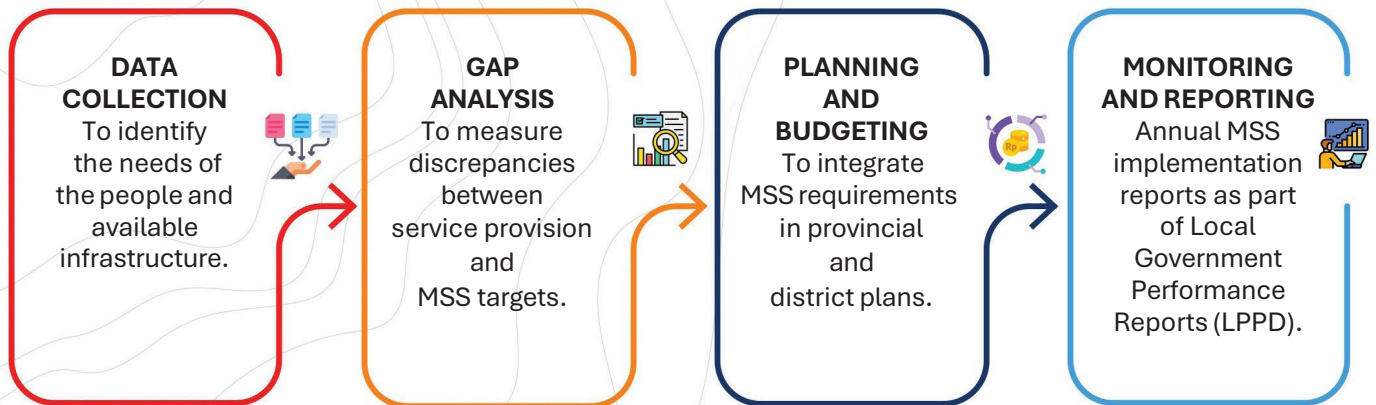


A National Obligation: Fulfilling MSS is an obligation which helps build a resilient and united Indonesia.

Measuring MSS Compliance

Measuring MSS compliance is not just about accountability. It is also about identifying gaps and turning them into opportunities for improvement. The MSS compliance report is a manifestation of the government’s commitment to serving the community.

The evaluation of MSS fulfillment is done through:



Provincial Government’s Role in MSS Fulfillment

The provincial government is the bridge between national policies and their implementation at the regional level. As the Head of the Region, the Governor holds the primary responsibility to ensure the government’s presence through the delivery of services to the community.

The provincial government supports the fulfillment of MSS through:



Coordination

Guiding and harmonizing district and city efforts to achieve MSS.



Implementing Regulations

Implementing regional regulations to expedite the attainment of MSS.



Budget Management

Aligning various fund sources to support programs that help fulfill MSS.



Performance Monitoring

Overseeing MSS implementation at the district and city levels through the e-SPM system.



Capacity Building

Offering training and support to government officials to ensure effective MSS implementation.

Opportunities for MSS Fulfillment

There are several opportunities to strengthen governance, improve resource allocation, and achieve MSS. Addressing gaps in regulations, data, planning, implementation, and monitoring of MSS will help Indonesia achieve its goals of resilience and equity. These opportunities include:



Regulatory Environment

Strengthen local regulations to accelerate MSS fulfillment, align inter-sectoral policies, and establish clear roles for MSS achievement teams.



Data

Ensure data accuracy and completeness, and leverage technology for real-time analysis.



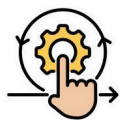
Planning

Integrate MSS indicators into strategic plans and engage communities in the planning process.



Budgeting

Develop more accurate costing methods to reduce inefficiencies, address funding gaps through savings, and prioritize budget allocations to fulfill MSS.



Implementation

Ensure routine coordination by MSS Implementation Teams in monitoring the MSS planning, budgeting and implementation cycle, and provide strategic direction to ensure MSS fulfillment.



Monitoring & Evaluation

Adopt e-M&E systems, link MSS achievements to incentives, and enhance reporting capacity for actionable insights.