

# PUBLIC SERVICES KNOWLEDGE HUB

## WHAT IS IT?



A public services knowledge hub is a platform developed by Indonesian-German project TRANSFORMASI on Transforming Administration - Strengthening Innovation, in cooperation between the Indonesian Ministry of Administrative and Bureaucratic Reform (KemenPAN-RB) and GIZ. The platform is for learning about and sharing innovations in public services, aimed at local governments and other partners such as civil society. Knowledge hubs consist of a website as well as offline activities such as knowledge exchange forums, competitions, peer-to-peer learning, and innovation bootcamps.

Knowledge hubs encourage a dynamic environment in which public service innovations can bloom. Hubs have been proven to motivate local governments to identify creative solutions to solve local problems and push for a mindset change with regards to public services. Knowledge hubs are established through Government Decision Letters and funded by the provincial budget.

## STRUCTURE

A knowledge hub is established at the provincial level, and consists of an advisory team and a coordination team.

### ADVISORY TEAM

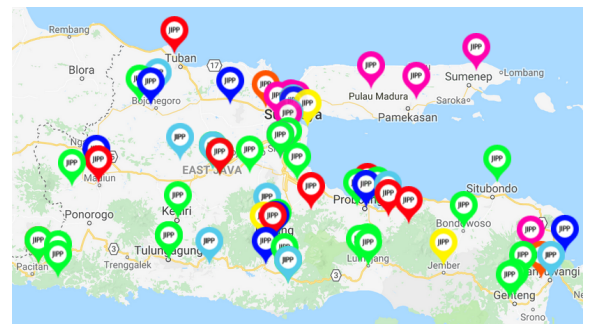
The advisory team is responsible for agreeing to work plans and budget allocations. The team consists of local government staff, members of parliament, universities, media, civil society, local residents, development partners, and the private sector.

### COORDINATION TEAM

The coordination team consists of provincial government leaders and staff. It is responsible for developing work plans, coordinating activities, and writing quarterly reports. The Provincial Organisational Bureau is responsible for daily oversight, with the assistance of the District Organisational Bureau and the District Communications and Information Office.

## EXAMPLES

- JIPPJATIM: [jipp.jatimprov.go.id](http://jipp.jatimprov.go.id)
- JIPPSULSEL: [jipp.sulselprov.go.id](http://jipp.sulselprov.go.id)
- JIPPSUMSEL: [jipp.sumselprov.go.id](http://jipp.sumselprov.go.id)



## BENEFITS

East Java's knowledge hub, JIPPJATIM, was established in 2015. Since then, through its website and innovation competitions, the quality of public services in East Java has improved. The number of innovations has also grown dramatically in the province. For four years in a row (2014-17), East Java dominated awards for the best innovations at the national government competition. Civil servants have changed their way of thinking, and are now focused on innovation, change, and quality improvement. TRANSFORMASI replicated the hubs to South Sulawesi and South Sumatra.

