





Citizen Reporting Systems

Makassar Journey Map Series 2019-2021

About This Series

Building Healthy Cities (BHC) is a USAID-funded learning project in four Smart Cites in Asia – Indore, India; Makassar, Indonesia; Da Nang, Vietnam; and Kathmandu, Nepal. BHC is testing how to successfully apply urban planning approaches that improve the social determinants of health in complex systems.

BHC uses exploratory data collection, multisectoral engagement, and citizen participation. This systems approach informs project activities and the prioritization of city-funded workplans. The combined impact should improve the lives of all residents in these three cities and reduce preventable mortality.

BHC is using several tools and processes to create coalitions and organize its approach in each city. One key process is systems mapping to illustrate the key dynamics (patterns underlying problems) and define key entry (or 'leverage') points to address social and environmental determinants of health. Another way that BHC is documenting citizen experiences in each city is through Journey Maps.

The Journey Maps apply 'design thinking' approaches, which are often used to tailor products to intended customers; citizens are like customers in that they pay taxes or fees to use city services. BHC has adapted this tool to document the experience (or 'journey') of citizens who are trying to overcome one service issue in each city, over time, updated on a quarterly basis. The specific topics were identified during the first year of activities in each city and fit within the larger context shown in the systems maps. BHC is using these Journey Maps to track citizen and city official perspectives, and to document change at the neighborhood level.

BHC is training people in each neighborhood to develop and use these Journey Maps and on grassroots advocacy techniques. By bringing the citizen experience directly to city planners, BHC hopes to better align municipal planning with community priorities such as safe water, clean air, hygiene, traffic safety, and other key components of healthy urban living.

Life of Project Journey Map Summary

BHC is concluding the Journey Maps in 2021. This process brought insights into day-to-day service availability for Makassar residents, and created a regular dialogue with the community and city offices about the causes, consequences, and potential solutions to persistent urban health-related issues. This 3-year map

began with low awareness of the 112 Call Center citizen reporting system in the focus neighborhoods. There were phases of positive change due to promotion campaigns and improved department responses to complaints. BHC's assessment of 112 highlighted areas for improvement. The project also shared citizen suggestions directly with the city. As seen in the year 4 map, there are still pockets of people unfamiliar with 112. BHC hopes that going forward the city will continue to promote 112 using the materials developed by BHC and other campaigns.

















Makassar Journey Map #4 - Citizen Reporting Systems

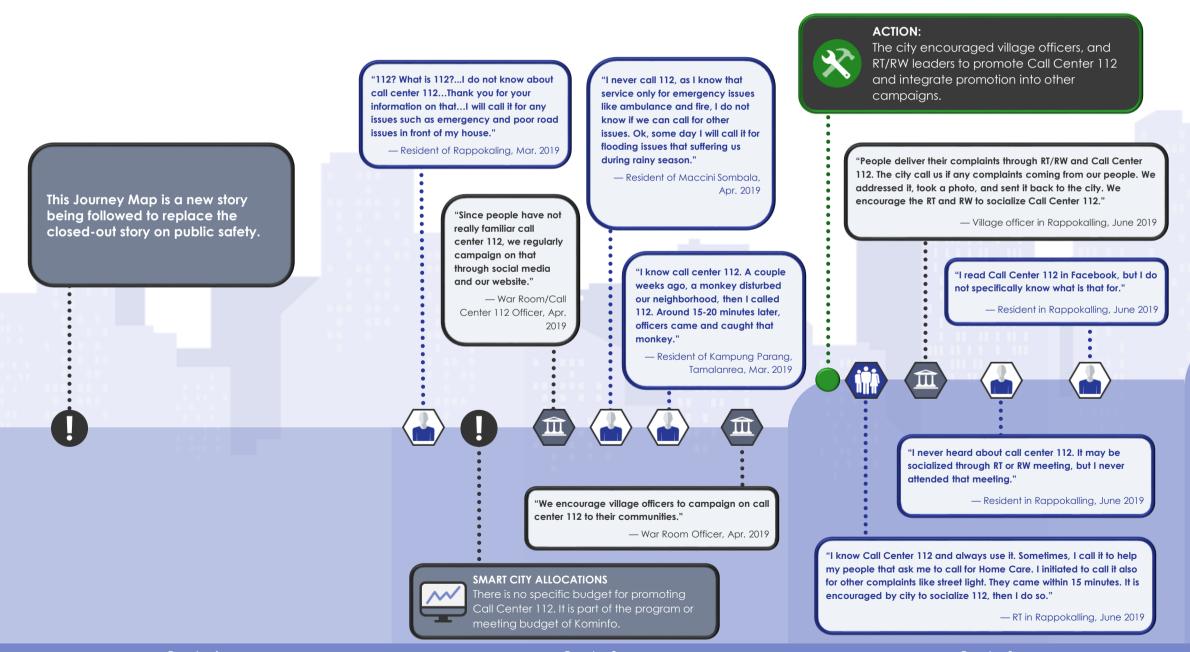
YEAR 2 Makassar has two citizen reporting systems – the Call Center 112 and Smart RT/RW app. The Call Center 112 is a phone number people can call for free to report concerns across a variety of topics. Call center data is integrated into Makassar's "war room" dashboard, along with data from a variety of other sectors. The Smart RT/RW app offers a platform for RT/RW leaders to report development progress on specific indicators in their neighborhoods. The BHC Data Use and Access Assessment found that many community members

were either unaware of 112, or thought it was only for emergencies. BHC also found that because of technical problems, RT/RW leaders mostly preferred to use WhatsApp over the Smart RT/RW app for their reporting. BHC followed use and knowledge of these two reporting systems in an area of the city that is heavily populated, with a large number of low income families living in poor or slum areas. The majority of those who live there are informally employed in the service sector.





An alley without visible Call Center 112 campaign, June 2019 (left) and August 2019 (right).





RT/RWs began helping people to call 112 and report their concerns.

"By 2017. I invite Kominfo to socialize 112 in front of the RT/RW. But I think, it was not effective as we iust invite some RT/RW representatives. We encourage that RTs/RWs to sound about 112 to their people."

- Society Empowerment Department, Sept. 2019

'I never attend meeting in the RW or RT. I know 112 from the lady who interviewed me one month ago. But to be honest, I never use that service. At least I know that, in case I have complaint like homecare or fire issue. I can call 112."

Resident in Rappokalling









"I attend routine faith based meeting where the RW sometimes tell us about government program, but I have not heard about 112. A NGO have a program here so we easily can access health service. In case I have complaint, I told to that NGO or to the

- Resident in Rappokalling, Aug. 2019

"I attended meeting where village officer told us about 112. Helped by RT/RW, we always call 112 mostly for homecare and street light issue. They fast respond even if we call in the evening. Some places were written about 112, but naughty teenagers wrote it off."

Resident in Rappokalling

Quarter 3































Makassar Journey Map #4 - Citizen Reporting Systems

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Street Light Division of Public Works

Department documented complaints.

An alley without visible Call Center 112 campaign, June 2020 (left), and September 2020 (right).

ACTION:

"I do not know about

112. Usually, I report to

Rappokalling, Sept. 2020

RT or RW if I have

complaints.



NO ACTION:

No change. Village officers continue to promote Call Center 112 with their

"We have been encouraged by village officers to frequently socialize 112.

- RW in Rappokalling, Dec. 2019 This person has called 112 for issues with homecare, electricity, drainage, and other topics.

> "I know Call Center 112 from social media and frequently utilize it for any complaints such as electricity and homecare. The RW socialize 112 face to face as people report their complaints to

> > Resident of Rappokalling, Dec. 2019



Village officers continue to promote Call Center 112 with their residents.

"I have heard 112 info through Makassar local channel (TV) promoted by Kominfo.

Resident of Rappokalina, March 2020

She also mentioned that her neighbor had an experience using 112 for homecare and a fire where firefighters arrived 20-30 minutes after the first call. She suggested increased 112 promotion through social media, face to face communication,



NO ACTION:

Village officers continue to promote Call Center 112 with their residents.

'I heard the 112 through radio and socialization from Puskesmas ... I called it for homecare and waited for an hour ... The officer who responded was friendly.'

— Resident of Rappokalling, June 2020

He also mentioned that he did not get a call from 112 to collect

"On average, 112 service level is around 90% each month. So we have not thought to have additional call taker ... Also, our budget is sufficient to pay existing call taker we

— Operation Room Officer, June 2020

'I know 112 from Puskesmas socialization. I

friendly service and took care of my mother.'

She also confirmed that she did not get a call

from 112 to collect her feedback.

around 30 minutes...Puskesmas delivered

called it to seek homecare service and waited

— Resident of Rappokalling, June 2020





- Resident of



"We already have [our own] online

Also people can monitor their

complaints through this system."

He also mentioned that officers will call people to confirm their address

and take action within 24 hours.

system to document the complaints.

— Street Light Officer of Public

Works, Sept. 2020

"I know 112 from the city socialization. I call it to deliver my peoples' concerns like street light and drainage issues."

— Resident of Rappokalling, Sept. 2020

She also suggested that village offices could provide physical promotion on 112, to encourage people to call directly without delivering their complaints to her. She also confirmed that there was no call back from 112 asking for feedback/satisfaction.

"Responding to COVID pandemic, we initiated COVID post aimed to received reports on COVID cases as well as promoting health protocols. Precisely 50% of staffs work from home. Also, we regularly engage communities to promote 112."

- Village Officer, Sept. 2020

As suggested by BHC, he will also encourage his communities to promote 112 through physical campaigns like murals, etc. He expected that 112 officers can visit his village for direct 112 promotion.



This person brings her issues to the RT, who then calls someone. She did not know who the RT calls. She has also never seen a mural promoting Call Center 112.

"I frequently ask my RWs and RTs about 112 service in our regular meeting.

- Village Officer, Dec. 2019

DATA POINT: 100% of 678 serious complaints submitted to Call Center 112 in October were addressed.

- Call Center 112 data

No Action

'I don't know 112, but I am familiar with homecare because RW sometimes announces about homecare through mosque... I hope RW can announce also about 112 through mosque.

— Resident of Rappokalling, March 2020

— RT of Rappokalling, March 2020

"I was invited by the village and sub-district office to get 112 info."

She also added that she received a smartphone from the city government to help her community. She told people to call 112 directly, but they still prefer to have the RT call 112 on their behalf.

"We regularly get complaint delivered from our people through 112 channel...we have public relation division to respond 112 complaint, unfortunately, we do not

- Village Officer, June 2020

He also suggested that a 112 officer should be added to increase service call levels.









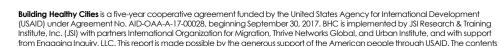












are the responsibility of Building Healthy Cities and do not necessarily reflect the views of USAID or the United States government.











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An alley without a visible Call Center 112 campaign, June 2020 (left). An alley with a blank space available for the Cal Center 112 campaign, Dec. 2020 (right)



NO ACTION:

There were no new promotion campaigns for Call Center 112.

> "I know Call Center 112 from local radio, social media and Puskesmas. I called twice to seek homecare service and waited for 10 to 30 minutes...I would suggest that nurse/medical doctor who come for homecare should also provide us the medicine rather than we pick the medicine up the Puskesmas

> > — Resident of Rappokalling, Dec. 2020



There were no new promotion campaigns for Call Center 112.

> "We have standard of procedure for Call Center 112 management...We trained our staff including Call Taker. so they can effectively handle the caller.'

> > - Operation Room Office March 2021

He also mentioned that 112 promotion through community outreach are included in each department's program. So there is not a specific budget for community



NO ACTION:

The number of Call Center 112 users did not increase, and there were no new promotion campaigns.

"We have noted that we always have missed call, where people just call without talking...It frequently get other call (including serious call) on the holded call."

— Operation Room Office, June 2021

He also mentioned that people should only call 112 only for serious calls.



BHC worked with Call Center 112 and Kominfo to develop promotional

"Usually people directly deliver their concern to related department, 112 not really familiar for us..."

- Resident of Rappokalling, Sept. 2021

He also mentioned that 112 has a slow response. He has experienced firefighters arriving after a fire burned some houses. He suggested that 112 deliver faster follow up or







'We have standardized procedure especially for emergency call like fire...maybe at the time, people were late to call...but thank you for raising this issues to us..."

— Disaster Management Office, Sept. 2021

"I am not familiar with 112. Usually, we directly contact police office for the issues like youth brawl...police I think have quicker respond than 112."

— Resident of Rappokalling, Sept. 2021

He also suggested promoting 112 through mosques and murals.

Journey Map Summary

This 3-year map began with low awareness of 112 Call Center in the focus neighborhoods. There were phases of positive change due to promotion campaigns and improved department responses to complaints. BHC's assessment of 112 highlighted focus areas for improvement, and the project also shared citizen suggestions directly with the city. As seen in this year 4 map, there are still pockets of people unfamiliar with 112. BHC hopes that going forward the city will continue to promote 112 using the materials developed by BHC and other campaigns.











Village Officer, Dec. 2020

"I do not know about Call Center 112. Usually, I call directly to related department to deliver my complaints including Puskesmas for homecare, the PLN for electricity, and PDAM for clean water issue."

— Resident of Rappokalling, Dec. 2020

He suggested that government should engage the communities to campaign about 112. He also agreed that physical campaigns like murals for 112 are effective







"I had an experience calling 112 to report about fire. For the first time, I though Call Center officer was too long asking my identity to avoid fake report...I think call taker should have better understanding, so they will quickly respond specifically for emergency like fire."

- Resident of Rappokalling, March 2021

"As my recall, I called 112 last year for homecare. I thought the officers did not answer my call on the first. It was slow response.

 Resident of Rappokalling, June 2021 He also recommended that the 112 officers should have quick response procedures.

> "I am not familiar with 112. I have just known it from you...I think better if I try it for any important issues."

 Resident of Rappokalling, June 2021 He also suggested to improve 112 promotion through social media and place billboards across the city.

No Action

"I called 112 to report about illegal street racing...Call Center officer asked my identity and then connected me to police office...ground 10 minutes later, police come

— Resident of Rappokalling, March 2021 He also suggested to improve 112 promotion through social media and community outreach.









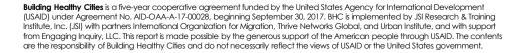


















How Does This Story Connect to the Makassar Systems Map?

Systems Map Loop: Smart-Tech Usage

overnment efforts to innovate and accelerate healthy development has created many opportunities to improve population and environmental health factors through the increased utilization technology. Interactive "apps" have greatly increased the ease and timeliness communication between the government and the citizens, allowing city officials to better, and more efficiently, understand and respond to the needs of the community. As a result, citizens are able to recognize their own interests reflected in government policy and programming, and they are more willing to support and participate in these improvement efforts.

Example 1: The Makassar government has developed a number of ways to interact with the people such as social media (Facebook, Twitter, Instagram), apps, Call Center 112, and official websites. Via Call Center 112, for example, people can receive assistance during an emergency (fire, home health issue), or provide information

regarding physical environment or even public service complaints. Calls are received by the ICT office, then forwarded to the relevant department. Public works, for example, will respond on street light issues. As a result, people are more interested in supporting and participating in these services, recognizing the influence on improvement efforts.

Example 2: The government has developed community engagement apps run by RT/RW (community leaders placed in the neighborhood, 6-7 per community). In this system, the RT/RW or Lurah (village officer) are given mobile devices and asked to report on specific areas of community life: garden alley program, clean city program, garbage bank (part of a clean city initiative), garbage retribution (resident payments for sanitary workers), taxes, smart city program, RT/RW administration, and social control activities (crime risk, etc.). These are then reported to the government to inform program planning and resource allocation.

