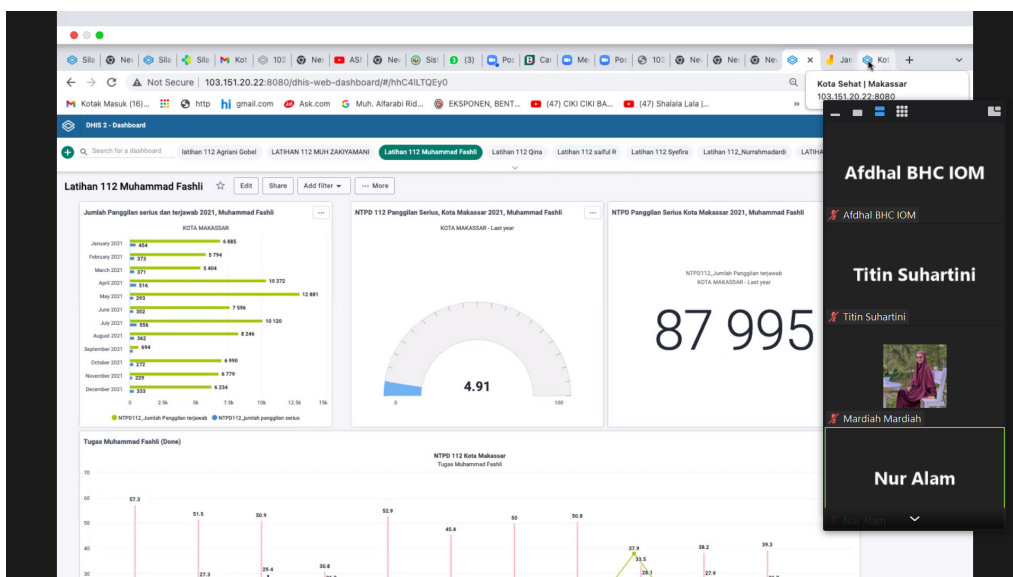


BUILDING HEALTHY CITIES



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Makassar Workshop Report: Call Center 112 Reporting and Data Management Training



February 24-25, 2022

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ACRONYMS

BHC	Building Healthy Cities
CRS	citizen reporting system
HISP	Health Information System Program
IOM	International Organization for Migration
JSI	JSI Research & Training Institute, Inc.
UiO	University of Oslo
USAID	United States Agency for International Development

Building Healthy Cities

Building Healthy Cities is a five-year cooperative agreement funded by the United States Agency for International Development (USAID) under Agreement No. AID-OAA-A-17-00028, beginning September 30, 2017. Building Healthy Cities is implemented by JSI Research & Training Institute, Inc. (JSI) with partners International Organization for Migration (IOM), Thrive Networks Global, and Urban Institute, and with support from Engaging Inquiry, LLC.

This report is made possible by the generous support of the American people through USAID. The contents are the responsibility of Building Healthy Cities and do not necessarily reflect the views of USAID or the United States Government.

INTRODUCTION

The USAID-funded Building Healthy Cities (BHC) project aims to refocus city policies, planning, and services with a health equity lens while improving data-driven decision making for Smart Cities in India, Indonesia, Nepal, and Vietnam. Planning for a Smart City is intrinsically linked to health: transportation, the environment, sanitation, education, recreation, technology, and the built environment all influence the health of an urban population. When decision-making across these areas is harmonized, people will benefit from improved access to health services, decreased environmental and lifestyle risk factors for chronic diseases, a lower burden of infectious diseases, and an increased availability of useful data for decision-making.

BHC engages with sectors that contribute, directly or indirectly, to citizens' health (particularly women's and children's health) and quality of life. This multisector engagement, the first core value of BHC, aims to provide all municipal sectors a common understanding of how they contribute to health. The second BHC core value is to strengthen community engagement in municipal decision-making, especially for those most vulnerable to health shocks. BHC's third core value is supporting use of data for planning and decision-making. Informed by these three core values, the project is working to improve healthy urban planning.

In Makassar, Indonesia, BHC is implemented by the International Organization for Migration (IOM), and works with Bappeda, Kominfo, and other key stakeholders to support the city's long-term goal of being a world class city that is healthy and resilient for all. BHC works in partnership with Smart City initiatives and urban health coordination structures to define and implement actions to achieve this goal via health, infrastructure, and information and communication technology projects; enhance interoperability of data systems; and increase efficiency of multisector urban spending. In addition, BHC helps Smart City citizens of every demographic have a voice in the process through integration of a mobile citizen reporting system (CRS).

In support of these goals, BHC encouraged increased access to digital technology that enables citizens to engage with the city government to solve problems in urban neighborhoods. Makassar has multiple CRSs including Call Center 112. For a CRS to be effective, it must provide appropriate and timely resolutions to all who call with a legitimate request. In 2020, BHC conducted an [assessment of Call Center 112](#) that identified areas for improvement, and made recommendations to the city on how to address those issues and improve the uptake and continued use of the CRS. Recommendations included (1) ongoing training for Call Center 112 call takers and Kominfo officers; (2) creating a better understanding of the call taker position across city departments; and (3) strengthening reporting procedures within and across departments. Adopting these three suggestions would streamline and optimize the citizen reporting and resolution process, and in turn save costs.

In collaboration with the Health Information System Program of University of Oslo (HISP, UiO) based in Indonesia, BHC developed a multisectoral data system to integrate data from different city departments. With support from Kominfo, HISP and BHC also included the Call Center 112 data in this multisectoral data system. To support this goal, BHC

conducted a two-day online training on Call Center 112 reporting and data management on February 24-25, 2022. This report summarizes the workshop content and outcomes.

WORKSHOP DESIGN

This workshop was organized by BHC, Kominfo, and HISP. It was conducted online, with participation from 56 people from Kominfo including Call Center 112 call takers. Participants were divided into three breakout rooms, each led by a trainer from the HISP team.

The workshop aimed to improve the quality of reporting and management of Call Center 112 data. Specific objectives were to train Call Center 112 call takers and Kominfo officers on the following:

- How to enter Call Center 112 data into the multisectoral data system.
- How to visualize and manage Call Center 112 data using the multisectoral data system.

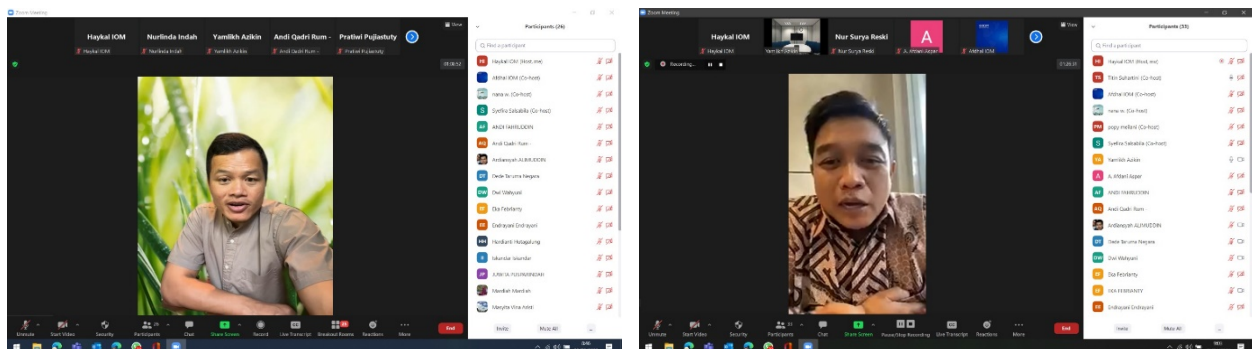
WORKSHOP SUMMARY

Opening Session

In the opening ceremony, Mr. Son Ha Dinh, IOM Indonesia's Eastern Indonesia Program Coordinator, expressed his appreciation to Kominfo for their collaboration and support of BHC. He also emphasized the significant role that data management and visualization play in executing effective policies.

Mr. Denny Hidayat, Head of Kominfo, opened the training. He stated that this training could increase the capacity of government to collect, analyze, and manage data in the most effective way; that is important because in the near future, every decision made in Makassar will be based on data.

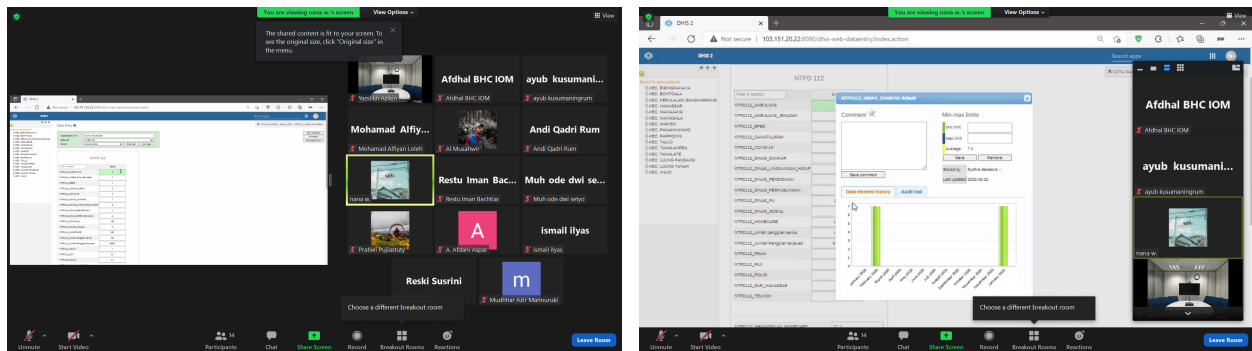
The session continued with a presentation summarizing BHC's work in Makassar. Next, the HISP team presented on District Health Information Software 2, the platform used for the multisectoral data system. The participants then divided into three breakout rooms led by trainers from HISP.



Welcome speech by Son Ha Dinh, IOM (left). Opening speech by Denny Hidayat, Kominfo, (right).

Day 1

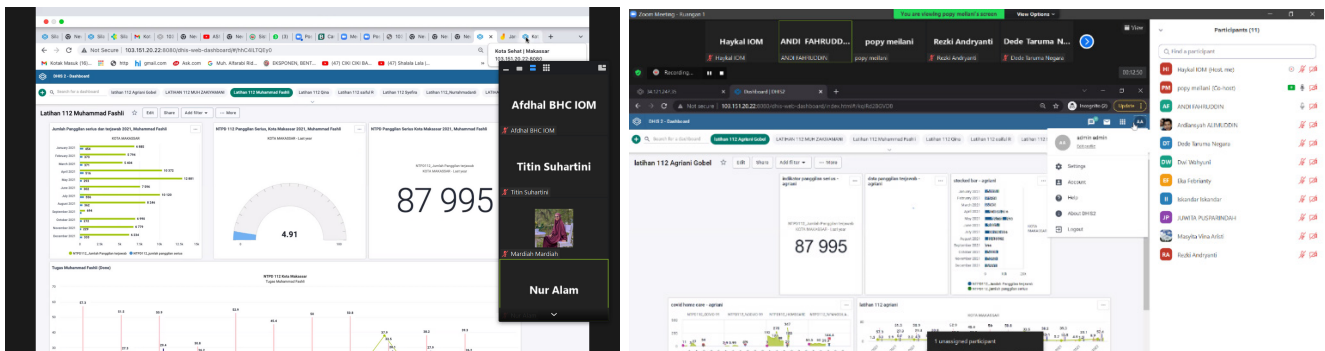
The trainers in each breakout room explained metadata for Call Center 112 that had been uploaded into the multisectoral data system, including the data elements, type of data, dataset, and program indicators. The uploaded metadata have been adjusted to the variables of the Call Center 112 monthly report. The trainers next demonstrated how to enter the data into the system. Participants were then given time to practice data entry.



Training on how to enter Call Center 112 data into the system.

Day 2

On day two of the workshop, the trainers in each breakout room explained and demonstrated how to visualize the data, and create dashboards and interpretations. The participants were then given time to practice visualizing and using the data to improve the quality of their monthly reports.



Training on how to visualize Call Center 112 data.

PARTICIPANTS

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