2022

ANNUAL REPORT

Taking Steps Towards an Inclusive Future:
A journey of progress and possibilities

CONTENTS

FOREWORD

Valerie Julliand

Resident Coordinator,
United Nations in Indonesia

Kickstarting socioeconomic recovery after the pandemic was a key focus for the Indonesian government and the wider public in 2022. As the country reopened and adjusted, trying to find stability in the "new normal" following the life-changing ramifications of the COVID-19 pandemic has been a formidable task. Data and data innovation play a crucial role in facilitating the government and other institutions in developing evidence-based programmes and policies to support this transition and to ensure that assistance is provided to the most vulnerable groups to Leave No One Behind.

UN Global Pulse, through Pulse Lab Jakarta, has strengthened the data ecosystem and built on our partners' capacity to leverage data innovation and service design to inform policies and interventions. In 2022, the team continued to extend its support to the Government of Indonesia to boost post-pandemic recovery via collaborations addressing the inclusive growth of MSMEs through the introduction of strategic foresight for anticipatory planning and the development of a data analytics platform.

Beyond its support to the government, the UN Global Pulse team has also strengthened the UN's impact in Indonesia through intensive collaborations with UN agencies, including a joint study on breaking growth barriers for women impact entrepreneurs and the evaluation of Indonesia's national nutrition information system. This joint work – clear examples of the UN delivering as one – directly benefitted the people of Indonesia.

I highly appreciated Pulse Lab Jakarta's support in facilitating the understanding of the public's perception of the UN in Indonesia, the result of which will enable us to better explain the results of the UN's work and impact in the future. I am also pleased to see the valuable inputs given to the UN Country Team on the UN Data Strategy focusing on people with disabilities, which forms the basis of our disability inclusion strategy and is supporting the achievement of the SDGs. Furthermore, I commend the team for its continued efforts in applying their capabilities on data innovation, strategic foresight, behavioral science and results – central pillars of the UN Secretary-General's Our Common Agenda. The work of Pulse Lab Jakarta goes a long way in increasing global cooperation and reinvigorating inclusive and effective multilateralism, which is at the heart of the UN 2.0 transformation journey.

The role of Pulse Lab Jakarta over the last ten years was clearly recognized in 2022 and, as one of the concrete actions resulting from Indonesia's presidency of the G20 last year, will be expanded beyond Indonesia as a regional hub in 2023. I would like to thank the Government of Indonesia and the Government of Australia for their continued support over the years. We hope that future collaboration can continue enriching local and international institutions through data-driven efforts that can accelerate the achievement of the SDGs for a more inclusive future.

Dr. Ir. Taufik Hanafi, MUP

Executive Secretary,
Ministry of National Development
Planning Indonesia

FOREWORD

We are living in a period of change. For over two years, the global impact of the COVID-19 pandemic has been immense. In 2022, with the development of more vaccines and various support programs, Indonesia's recovery has been accelerated. However, while the economic recovery is underway, the recovery process in different sectors has been uneven, including among the Micro, Small and Medium Enterprises (MSMEs). This has emphasized the need for reliable data to inform a more targeted approach and better policy making decisions.

This year, Pulse Lab Jakarta has continued to expand its efforts in providing technical advice to the Government of Indonesia on data innovation. By adopting design-thinking and a portfolio approach, it is clear how the innovations produced by the Lab have become more impactful.

As this annual report highlights, I am glad to see PLJ has focused its data innovation to support the government's agenda on inclusive growth for MSMEs through various projects such as the development of the informational data analytics platform to map the spatial distribution of MSMEs, the comprehensive research on systemic barriers faced by women impact entrepreneurs, and the use of the strategic foresight approach in exploring key potential developments that could impact the futures of Indonesian MSMEs. UN Global Pulse's support on strategic foresight, in particular, was critical as it helped us to build upon Bappenas' anticipatory capacity, especially as we are in the process of developing the new Long-Term National Development Plan (2025-2045) this year.

I recognize this 10-year collaboration between PLJ and the Indonesian government reached an important milestone in 2022. While the "Data Innovation for Inclusive and Sustainable Development" program for the Lab will end in June 2023, I am pleased that the Lab will transition into a regional facility as the United Nations Global Pulse Asia Pacific (UNGP AP), as one of the concrete actions cited in the G20 Bali Leaders' Declaration. This transition acknowledges the effectiveness of bilateral and multilateral cooperation for a strong data innovation ecosystem, and indicates greater possibilities for the future.

I would like to invite you to read this annual report to see the journey of progress that Pulse Lab Jakarta has made in the past year, including its transition towards the UNGP AP. I would like to further express my gratitude to the Government of Australia for its continued support and commitment to the work of PLJ, and I look forward to further collaborations and innovative projects that can create meaningful and inclusive impact in Indonesia and the Asia Pacific region.

FOREWORD

Madeleine Moss

DFAT Minister Counsellor,
Governance and
Human Development
Australian Embassy Jakarta

The year 2022 marked increased global efforts to recover from the COVID-19 pandemic. A message that was reiterated during Indonesia's G20 Presidency: recover together, recover stronger.

The global pandemic has emphasized the need for investment in strengthening data systems and analytics, which support effective policy making processes. High-quality, open and disaggregated data, as well as timely analytics are critical for managing and mitigating challenges of such a massive scale.

With the pandemic pushing the rapid rise of technology, digital transformation has become an increasingly important agenda for addressing global challenges. This focus on harnessing the power of digital transformation for socioeconomic recovery aligns well with the government of Indonesia's shift in focus following the impact of the pandemic on various sectors.

As a data innovation facility that engages in a holistic approach to understanding data, Pulse Lab Jakarta is well-positioned to support the government's aspiration to establish an open and unified data system through Satu Data Indonesia.

The Australian Government is pleased to see the evolution of this partnership over time, from its original role in experimenting with the use of conventional data sources, through its more direct contribution to policy making processes today. To this effect, Australia is pleased to witness the progress of Pulse Lab Jakarta's scale up to serve a wider area as a regional Asia Pacific hub for data innovation. We hope that these partnerships will continue to improve public policy and humanitarian action across the region.

We commend Pulse Lab Jakarta on its efforts in strengthening the digital transformation agenda, especially regarding embedding the values of Gender Equality Disability and Social Inclusion (GEDSI) in its program and that no one is left behind.

The Australian Government values its partnership, since 2015, with the United Nations Global Pulse in Jakarta, alongside the Government of Indonesia. This report not only reflects Pulse Lab Jakarta's contributions to change but also provides insights as to how innovation in data and analytics can further improve policy processes and humanitarian action. I congratulate the Lab and its partners for the achievements in 2022.

EXECUTIVE SUMMARY

IN the last three years, the COVID-19 pandemic has had profound and unprecedented global effects on multiple aspects in the social, economic, and political spheres. As a result of the world coming to an abrupt halt, many of the advancements we made toward addressing development issues prior to the health crisis have either stopped or regressed. In Indonesia, studies have shown that the pandemic uncovered deeply rooted inequalities in our society that disproportionately affected vulnerable groups, such as women and persons with disabilities, as well as crucial economic contributors, such as micro and small enterprises. On the positive side, the government swiftly developed social and economic support schemes to help them cope and continue contributing to their immediate communities and the economy at large.

Pulse Lab Jakarta team celebrating 10 Years of presence in Indonesia / Credit: Pulse Lab Jakarta
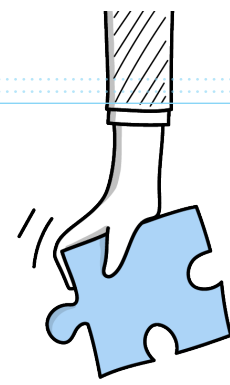
As the country pushes forward and adjusts to a somewhat 'new-normal' lifestyle living with the virus, the government has shifted its attention to further accelerating sustainable post-crisis economic recovery. This was further emphasized by the Indonesian G20 Presidency's mandate which advocated for collective action for stronger and more inclusive recovery in the age of digital transformation.

Responding to these external influences, Pulse Lab Jakarta (PLJ) has continued supporting the Indonesian government in building back better by employing our capabilities in data innovation and digital transformation through collaborations in the health sector and encouraging the inclusive growth of MSMEs. The Lab also supported counterparts in responding to the demand for improved public service delivery through our work as a mixed-methods data innovation facility that combines data analytics with service design. By harnessing our expertise in these methodologies, we strengthened our role in the sphere of transformative policy making, effecting changes at the methodological, operational and broader ecosystemic levels by building on the knowledge and capacity of our counterparts.
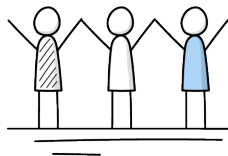
Over the last few years, the Lab has adopted a portfolio approach that enables our team to engage our capabilities and resources in concentrated areas to support the end-to-end processes for more impactful changes across the broader ecosystem. This approach aligns with our evolution from being a 'big data innovation lab' to an 'analytical partnership accelerator'. Although this means that our list of partners may not be as extensive as in previous years, focusing our efforts on the select few has facilitated more of our innovations being adopted and adapted by our collaborators, thus contributing to more inclusive and sustainable changes. It also places more emphasis on the important role of engaging in strategic partnerships for inclusive development, another major focus for PLJ in 2022, as our current phase supported by the Australian Department of Foreign Affairs and Trade (DFAT) draws to an end in June 2023, and as we prepare to expand our horizons as a regional hub in the coming years.

Overview of 2022*

5 30 MEDIA COVERAGE

6 10 DATA INNOVATIONS
introduced to line ministries, government agencies or development partners

2 11 PARTNERS
joined in a collaborations

7 3 DATA INNOVATIONS PROJECTS WITH GEDSI ELEMENTS**
introduced to line ministries, government agencies or development partners

13 4 PUBLICATIONS
developed

1 10 PROJECTS
to start the year

3 41 KNOWLEDGE SHARING EVENTS
participated in including workshops, trainings, and speaking engagement

8 3 DATA INNOVATIONS
adopted by line ministries or government agencies

*See Annex for more information   **Gender Equality, Disability and Social Inclusion

TAKING STEPS TOWARDS AN INCLUSIVE FUTURE:

A JOURNEY OF PROGRESS AND POSSIBILITIES

The existing inequalities that were revealed and exacerbated during the pandemic require concerted efforts to be effectively tackled. Development efforts will only be sustainable if all individuals, regardless of their identity or socioeconomic background, can benefit from it and can contribute to creating a society where inclusion is the norm. Bearing this in mind, PLJ looked at how our efforts contribute to an inclusive future. Within our scope of inclusive development, we consider how our work incorporates gender, disability, and social inclusion, but also tackles aspects in the broader environment that can contribute necessary changes to create the future we want.

As a data innovation facility, PLJ introduces its partners and stakeholders to new concepts and methodologies that broaden their perspectives and understanding of their challenges. For us, it is not only about creating an innovative service or product as the end goal, but it is also about shaking up the current ecosystem to alter traditional ways of thinking and doing to make room for more anticipatory and inclusive dialogue and action.

Through all our activities, our intent is to extend learning beyond a project cycle, and to understand the impact of our work, we reflect on our results framework which identifies **three impact spaces** based on the added value to our stakeholders—our methodological impact, systemic impact, and operational impact.

In the next section, we take you on a reflective journey of our contributions to change in 2022. The Lab saw the results of the processes that we began in the previous year come to fruition with several collaborations also extending beyond the year. Specifically, we highlight the ways our impact shapes a more inclusive world where progress is driven by data and systemic changes, such as through **transformative approaches to policy making and strategic partnerships for inclusive development.**

Our Three Impact Spaces

1
- Introduced partners to new ways of working
- Disseminated innovative methodologies

3
- Built awareness, interest and demand for data innovation
- Built partner capacity and connections through collaborative projects

2
- Increased partner effectiveness or efficiency due to adoption or adaptation of PLJ-initiated products
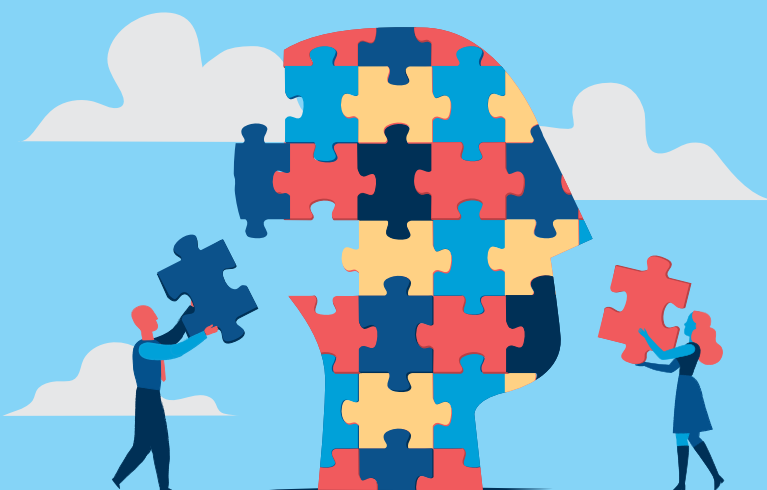- Informed policy making processes, intervention designs, and humanitarian responses

Methodological Impact

Operational Impact

Ecosystemic Impact
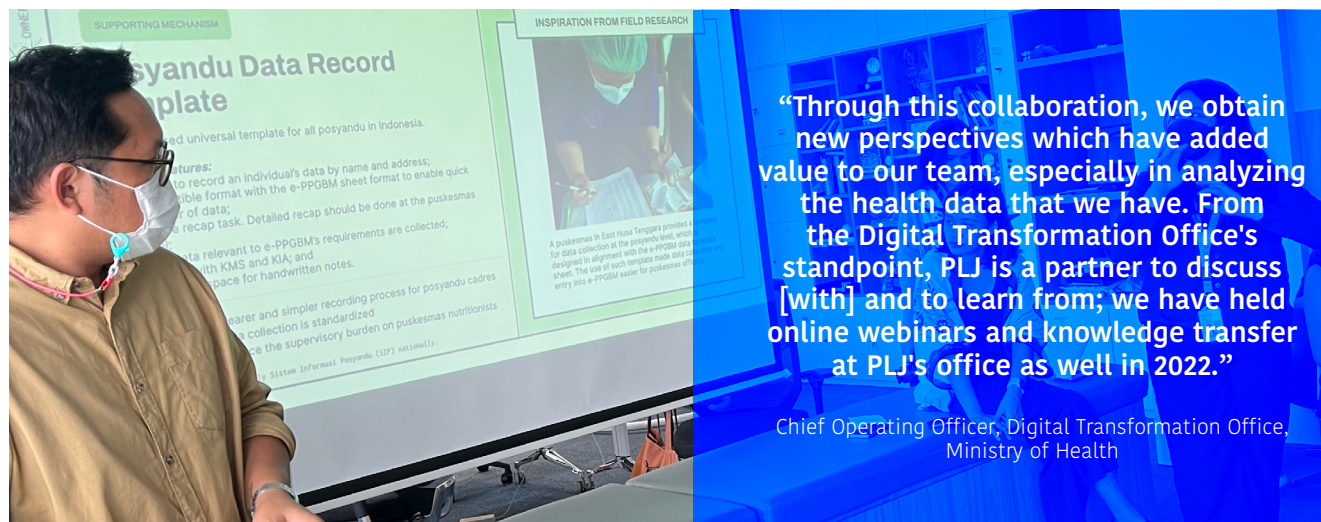
Transforming Approaches to Policy Making

To address increasingly complex and intersectional challenges requires the adoption of innovative approaches to design effective policies, programs and interventions that are more inclusive, data-driven, and anticipatory. In 2022, through our new and existing partnerships with counterparts, PLJ applied our growing capabilities for data innovation, strategic foresight, behavioral science and results to effect changes in the Indonesian policy making sphere. Driven by the UN Secretary-General's 'Common Agenda', our application of this 'Quintet of Change' contributes to the UN 2.0 transformation to offer more relevant and systems-wide solutions that address the challenges of our modern world. Some of the more tangible impacts of the Lab's work are most evident in our contributions to transforming policy making approaches in three areas: **systematic approaches to data analytics, anticipatory/futures-thinking, and tailored design and service delivery.**

Systematic Approaches to Data Analytics

The rapid rise of technology has resulted in increasingly large amounts of data being created, stored and consumed on a daily basis. With so much data readily available at our fingertips, it is more important than ever to understand how to make better use of it. Fostering capabilities in data analytics, governance and skills can lead to stronger decision-making, policy advice, and creating better services for all. Employing our knowledge on data analysis and innovation, we introduced our counterparts to new methodologies that enhanced their data systems and illustrated how they can engage in the art of the possible.

The Lab concluded two partnerships with the Ministry of Health (MoH) in 2022. Beginning in the previous year, the Lab collaborated with MoH and UNICEF to assess the

"Through this collaboration, we obtain new perspectives which have added value to our team, especially in analyzing the health data that we have. From the Digital Transformation Office's standpoint, PLJ is a partner to discuss [with] and to learn from; we have held online webinars and knowledge transfer at PLJ's office as well in 2022."

Chief Operating Officer, Digital Transformation Office, Ministry of Health

implementation of MoH's nutrition information system, the **e-PPGBM**[1]. We leveraged service design as part of our mixed-methods approach to develop a holistic understanding of the end-to-end processes and resources required for a service or system to run and generate value. The insights from our collaboration can help improve the functionalities of e-PPGBM, improve the user experience and produce value for nutritionists, health workers and policy makers. One of our insights revealed an existing gap between the user's ability to access and leverage data captured in the system to propose appropriate interventions. This presents an opportunity to adjust the system and build user capacity for analytics and strengthen government planning of nutrition-related interventions. Following a knowledge sharing session on the results of the e-PPGBM implementation gap review with the MoH's **Digital Transformation Office (DTO)**, further discussions were initiated with the office on how mixed-methods can be implemented in their work to streamline different health services into an integrated platform.
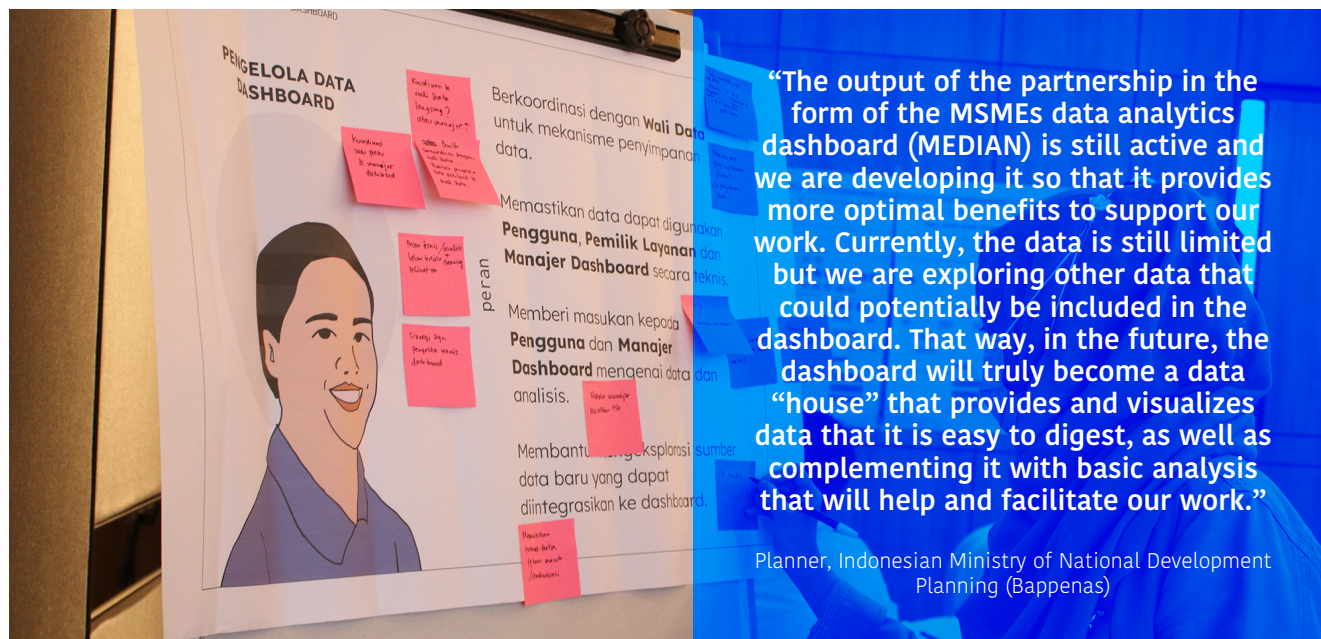
Within the health sector, emerging challenges have emphasized the importance of adopting an integrated approach to strengthening the overall data ecosystem, including ensuring responsible access to and use of sensitive health-related data. To support the DTO in building their capacity, we jointly conducted a research dive, highlighting ways they can effectively use data

analytics to create system-wide impact. One of the research dive results indicated the need for quality data on vulnerable communities in their database, triggering the DTO's recognition of the importance of capturing data on these communities for establishing a more inclusive health sector.

Significantly, several of the findings from the partnership have already influenced DTO's operations, particularly on data governance and sharing protocols. The ministry has always put the utmost importance in the protection of sensitive personal data that they collect. Our collaboration identified specific ways for the DTO to further improve that protection, including a renewed protocol on data masking and improving access controls to the existing lake of health data. These changes have already started to be adopted by the MoH as part of its larger digital transformation agenda.

Beyond the need for reliable data to inform responsive policies, having an integrated database is paramount for programme planning and implementation. While the Indonesian government is developing this database for MSMEs, the need for reliable data to inform policy decisions cannot be deferred, particularly as it applies to strengthening post-pandemic recovery. Aligning with the Indonesian government's agenda to boost the inclusive growth of MSMEs for economic recovery, PLJ collaborated with the Ministry of National Development Planning (Bappenas) to

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1   Project Information Briefs providing project details are available in the annex

"The output of the partnership in the form of the MSMEs data analytics dashboard (MEDIAN) is still active and we are developing it so that it provides more optimal benefits to support our work. Currently, the data is still limited but we are exploring other data that could potentially be included in the dashboard. That way, in the future, the dashboard will truly become a data "house" that provides and visualizes data that it is easy to digest, as well as complementing it with basic analysis that will help and facilitate our work."

Planner, Indonesian Ministry of National Development Planning (Bappenas)

develop **MEDIAN**[2], an informational data analytics dashboard to inform policy making.

Introducing our mixed-methods approach provided Bappenas with a new perspective when looking at MSMEs data, showing them the *'art of the possible'* and altering the way they conduct research, work with data, and manage their information. To ensure that capacity building is embedded throughout all the activities, this project was designed by collaborative research and operationally speaking, the method gave the Ministry a better understanding of the flow of proper data analytics procedures. The service design process also shed light on the need for a strong ecosystem, including human resources, policies, partnerships, among others, to successfully develop a data analytics platform for planning and policy making. The result of these impacts can be seen in how Bappenas has accommodated these learnings, including by how they have allocated resources to hire a data scientist and programmer to support better data analytics processes.

Furthermore, by building Bappenas' capacity for data analytics, they can make better use of the dashboard to inform data-driven policies for inclusive growth. As an example, the dashboard allows for the analysis of internet use and coverage in areas where MSMEs operate and the insights show that there is a digital gap in rural areas and low-income communities where many MSMEs are located. This data, combined with increased analytics capability, can facilitate policy making that bridges the digital gap to ensure that all businesses have the opportunity for equal growth.

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2   Project Information Briefs providing project details are available in the annex

Tailored Policy Design & Service Delivery

When designing policies and interventions, it is critical that they address the actual needs of the intended beneficiaries, and in doing so is beneficial for encouraging inclusive processes to generate more effective solutions. With this understanding in mind, the Lab leveraged its capabilities in data innovation and behavioral science through two collaborations this past year.

In Indonesia, research studies observing the effects of the pandemic on women illustrated how disproportionately they were affected due to pre-existing gender inequalities and structural barriers both at home and at work. There is growing evidence of how systemic barriers prevent women's active participation in the economy, which only serves to widen the gender gap unless transformative approaches are applied to create an enabling ecosystem that supports women in overcoming them. To better understand the interrelatedness of systemic barriers that act as impediments to the growth of women-led businesses, the Lab teamed up with UN Women Indonesia to conduct a joint study on **Breaking Growth Barriers for Women Impact Entrepreneurs[3]**.

We employed the systemic design methodology which combines human-centered design competencies and systems thinking skills that seek to uncover the intangible dynamics and underlying mental models that shape behaviors and systems structures. Our approach has influenced our partners and other ecosystem enablers, including government agencies, to broaden their perspective when assessing and designing programs to support women entrepreneurs. The recommendations from our report looked beyond self-capabilities or business skills as factors affecting women business owners, such as the importance of diversifying financing options to accommodate a wider range of growth trajectories, fostering gender-smart support networks, and mobilizing action towards a future-fit care economy. By creating policies that tackle the systemic barriers faced by women entrepreneurs, the ecosystem can be transformed to support the growth of more women-owned businesses, which empowers women to increase their contribution towards inclusive economic and social growth in their communities.
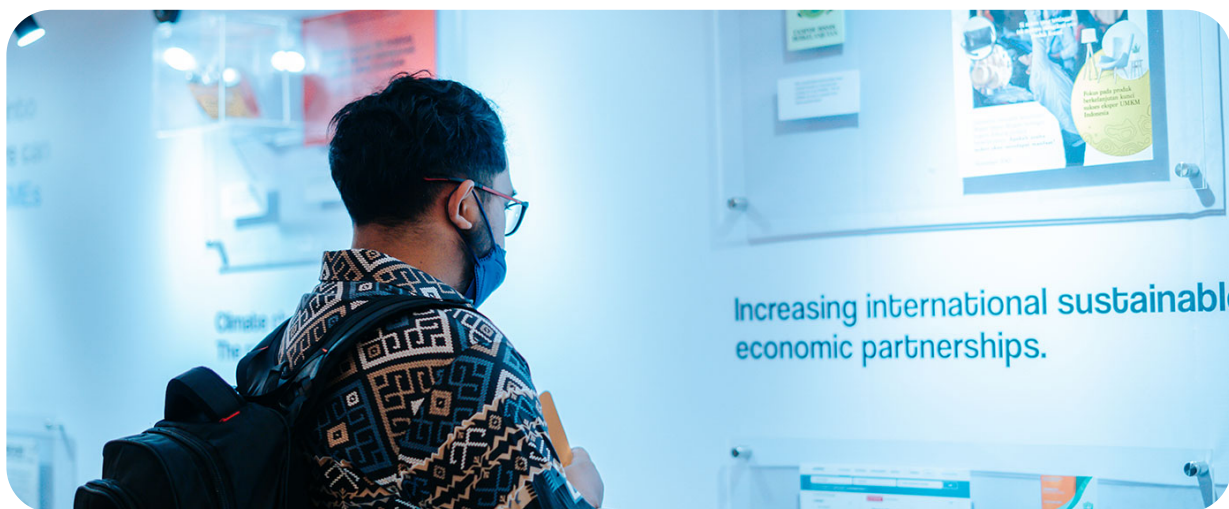
In the past few decades, Indonesia has made significant improvements in service delivery outcomes, addressing poverty, and advancing human development. However, the levels of inequality remain high and the benefits of improved service delivery have not been felt or seen evenly across the board, particularly in remote areas and vulnerable communities, including women and girls. In support of the monitoring and evaluation of these interventions to improve the delivery of basic services *(Layanan Dasar)*, PLJ came up with a concept design called **Regional Disparities Initiative (RDI)[4]**. RDI aims to uncover the potential causes of regional disparities, particularly by looking at the service delivery and developing targeted but manageable interventions that address specific needs. Through a data analytics approach, the project introduced innovative techniques to facilitate an understanding of regional disparities by clustering districts based on available data. Based on the analysis of clustered districts with similar operational environments and levels of need, the program can identify districts in most need of interventions and areas where common interventions can be designed.

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3   Project Information Briefs providing project details are available in the annex

4   Project Information Briefs providing project details are available in the annex

Increasing international sustainabl[e]
economic partnerships.

Anticipatory Policy Making

As evidenced by the recent global pandemic, the context of our current world challenges and rate of change are complex. Decisions that are made now with a limited scope of understanding about the factors that could possibly affect the landscape in the years ahead could have negative future consequences. With so much uncertainty surrounding us, there is a need for all actors from government institutions, international organizations and private companies to adopt anticipatory measures that allow them to imagine different potential scenarios in a structured way. Supporting the Indonesian government's agenda to encourage the inclusive growth of MSMEs to boost economic recovery, we looked at how strategic foresight can be applied to better understanding the futures of this important sector .

Despite the influential role that MSMEs play in the economy, they still encounter many challenges from marketing to financial access, and many of these challenges were made worse by the pandemic. Learning from the devastating impact on MSMEs, it is all the more important for policy making processes to be more anticipatory and future-proof to improve their resiliency moving forward. With technical support from our UN Global Pulse team in Finland, we introduced the **Strategic Foresight**[5] methodology to Bappenas to help them gain a deeper understanding of the drivers and signals of change that could impact the futures landscape of MSMEs. By employing the horizon scanning technique as part of the foresight methodology, we identified five drivers that have the potential to shape the futures of MSMEs in Indonesia.

> **"The Strategic Foresight method is now being implemented in our [Bappenas] office to formulate a new long term planning. We are also expecting to continue this collaboration and expand it to other countries in the Asia Pacific."**
>
> Former Head of the Center for Development of Planning Data and Information, Ministry of National Development Planning (Bappenas)

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5   Project Information Briefs providing project details are available in the annex

From a policy making perspective, utilizing foresight is beneficial for incorporating anticipatory measures to build a strong, resilient, and future-fit MSMEs sector. For instance, one of the drivers looks at tech and new ways of working, which touches upon disruptive technologies and the digital divide. The pandemic accelerated digital transformation at an unprecedented rate and while technology has been used by MSMEs to boost their businesses, not all have the capacity to do so, resulting in new inequalities and signaling a widening digital divide. Equipped with this knowledge, government institutions can respond by establishing supportive policies and plans providing equal access to technology in remote areas to bridge the digital divide, and generating programs to develop digital skills that enable all MSMEs to participate equally in the digital economy.

Through this collaboration on foresight, we also supported the Directorate of SMEs and Cooperatives in Bappenas in structuring their existing informal practices for scanning various issues. Supporting our government counterparts in the end-to-end horizon scanning method was a hands-on learning experience that has also proven to be an effective avenue for wider adoption of new practices in the traditional policy making process. Following the success of these activities, the ministry has considered adopting the foresight and horizon scanning methodology to complement their ongoing national long-term development planning (RPJPN) process, which will embed the concept of anticipatory and futures-thinking in the government agenda.

"Horizon Scanning and Strategic Foresight are new to us. This method provides new insights and is different from the process we are used to. It's not a substitute for existing methods but they provide a stronger foundation and they complement our analysis. We have been using the insight from the horizon scanning exercise for our background study of the Long Term Development Planning (RPJPN) 2025-2045. We are delighted to be one of the first at Bappenas to apply this study to support our planning process. Other Directorates within Bappenas has also started to adopt and apply this method."

Planner, Indonesian Ministry of National Development Planning (Bappenas)

Strategic Partnerships for Inclusive Development

The recent pandemic has emphasized the need for more collaborative and interconnected innovations. The complexity and intersectionality of the development challenges we aim to address means it's no longer possible for an entity to work alone to solve a problem. The Indonesian G20 Presidency theme states that we need to *"recover together, recover stronger"*, which also aligns with the UN Secretary-General's message in Our Common Agenda on building upon multilateral action to produce inclusive and sustainable solutions to tackle global issues.

At the Lab, we are cognizant of the fact that much of our work would not be possible without the support of our strategic partners, and in the last few years, our role has evolved from a 'big data innovation lab' to an 'analytical partnership accelerator'. Our repositioning has led us to progress our innovations beyond introducing prototypes to influencing and building a strong data innovation ecosystem for lasting change. Recognizing this important shift in our role, we sought to not only strengthen our partnerships for inclusive development, but we saw the importance of investing in partner capabilities to generate better impact. This is evidenced by **our collaborations bolstering the internal UN ecosystem, as well as further afield in our contributions to regional and global discourse through knowledge sharing initiatives**.

Strengthening the UN Ecosystem

Across the globe, the UN is seen as a major international organization that provides hope for a better future. As the UN family endeavors to become more agile and effective, there is a need to scale our capabilities for more cohesive actions. The Lab's commitment to serve as champion for gender equality, disability and social inclusion in Indonesia is reflected in our role in the implementation of the **UN Country Data Strategy**[6]. The Lab provided advisory support to the UN Country Team in Indonesia to gain a better overview of the UN members' work on data to promote coherent and collaborative approaches focusing on the use case of data on persons with disabilities. This collaboration between UN agencies translated into a new

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6   Project Information Briefs providing project details are available in the annex

from its target audience and that our highly valued work in strengthening systems and capacity in the country is a key role the UN can play. These findings were adopted to inform the new Communication Strategy for the UN in Indonesia and will serve to strengthen the inter-agency collaboration for more effective messaging in the future. Additionally, through better knowledge sharing practices within the internal network of agencies, there is greater potential for pursuing strategic partnerships to generate system-wide change as a UN family.

partnership to **Leave No One Behind (LNOB)**[7]. This collaboration, which is still ongoing, observes two streams of disability data: data *on* disability and data *for* disability. The former identifies issues within Indonesia's data ecosystem that impacts the effectiveness and responsiveness of policies and programming for persons with disabilities. The latter inspires a broader range of stakeholders to innovate in areas related to empowering persons with disabilities by providing them with relevant data according to their needs. The LNOB platform can essentially be seen as a foundation for generating future data-driven partnerships and collaborations to support the needs of persons with disabilities and the achievement of the 2030 Sustainable Development Goals (SDGs).

Aiding in the achievement of the SDGs is the UN network's effectiveness in conveying our work to both stakeholders and the general public. At the request of the UN Resident Coordinator's Office (RCO) the previous year, PLJ developed a **UN Perception Survey**[8] to understand how the UN in Indonesia is viewed by our counterparts and the public. Beyond developing the traditional survey for key stakeholders, the Lab also introduced a new method of social media analysis involving the extraction of information from UN agencies' social media pages as a complementary approach to the online survey. The results showed that the UN receives a generally favorable perception

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7   Project Information Briefs providing project details are available in the annex
8   Project Information Briefs providing project details are available in the annex

recovery. We leverage our capabilities on data, analysis and communication to aid the project's eight research grantees spread across the Global South in Asia, Africa and South America, ensuring timely flow of knowledge and expertise and developing a data visualization tool to provide a better understanding of the research field partners engage in. The tool will be beneficial on several fronts; it can support the partnership in terms of accountability of their work as well as strengthening the delivery of the overall research program. From a donor perspective, the tool provides a comprehensive overview of generated research, which can be used to support them in making data-informed decisions for the existing programs, how to make new programs more inclusive, as well as for creating new strategic partnerships in the future.

The rapid digitization of services during the pandemic has emphasized its importance as a driver of economic growth, but also requires new ways of working to ensure growth is accessible and inclusive to all. 2022 was an important year for the Indonesian government as the country held its first G20 Presidency with events held over the course of the year, culminating in the Bali summit in the later months. The Lab's existence has always been closely tied to the G20 and relationships between Indonesia and the United Nations as the UN Global Pulse Initiative was first ideated at the 2008 G20 summit between then UN Secretary General, Ban Ki Moon, and Indonesia's president at the time, Dr. Susilo Bambang Yudhoyono.

Contributing to Regional & Global Discourse

The immense impact of the pandemic on vulnerable population cohorts highlighted the need to support effective government responses and to pilot new approaches to response and recovery. The emergence of data-driven initiatives to support government agendas presented new opportunities but also underscored the need for further research to ensure they are based on gender responsive rights-based approaches, as well as other considerations around ethics, inclusivity and sustainability.

In response to this, PLJ has collaborted with International Development Research Centre (IDRC) in the ongoing **Global South AI4COVID Program**[9] to support multidisciplinary research focused on evidence-based artificial intelligence (AI) and data science approaches to aid COVID-19 response and

9   Project Information Briefs providing project details are available in the annex

"We have learned a lot throughout this collaboration, such as building a communication team, and rethinking and strengthening our use of social networks, among many other brand new experiences. PLJ's support to our communication strategy was very helpful and as a result the ARPHAI project and CIECTI have achieved great recognition among Argentine STI institutions. Indeed, we now have a new perspective in terms of institutional communication."
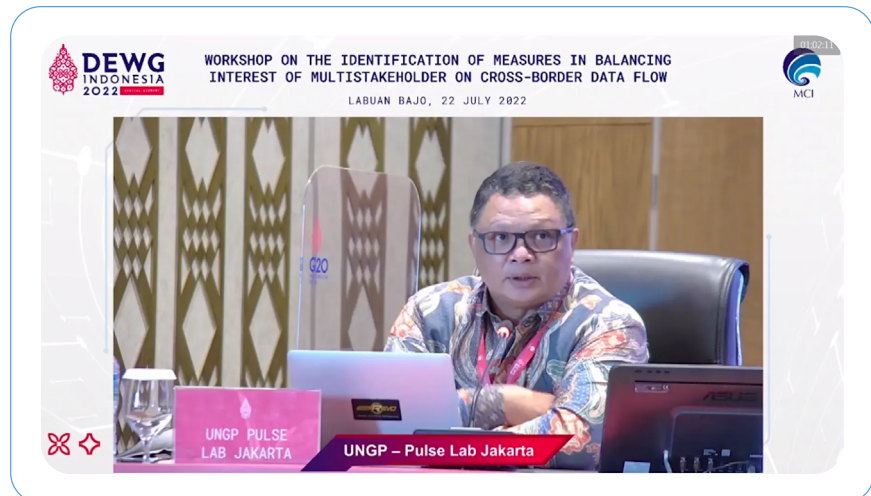
ARPHAI Argentina, Global South AI4COVID Program

"I engaged new potential partners, new areas of work (gender and intersectionality) and new platforms to share my work."

INSPIRE: AI for COVID-19 in Malawi & Kenya, Global South AI4COVID Program

Now in 2022, the Lab was invited to share our experiences and contribute our insights at various events throughout the year including the Digital Economy Working Group G20, Women 20 (W20) and Youth 20 (Y20). At a G20 Networking Dinner for the Development Working Group, we had the opportunity to share our wealth of knowledge and experience on undertaking inclusive digital transformation with other delegates.

As part of our efforts to broaden engagement and awareness on the importance of intervening ecosystemic support to help women entrepreneurs, two of our social systems team members were invited to share our insights and recommendations from our Breaking Growth Barriers report at the 2022 Indonesia Pacific Development Forum session on *'Women Economic Empowerment in the Pacific'* and at the W20 event on *'Landscape of Gender Lens Investing for Impact Business Led by Women'*. Our presentation contributed to one of the W20 summit's main agendas focusing on *"Achieving economic inclusion by supporting MSMEs owned and managed by women"*. Furthermore, at the Y20 event, our Government

Partnership Coordinator participated in developing a white paper on digital transformation discussing the challenges for youth participation in orchestrating digital governance and other key issues related to digital financial awareness.

In adding to and fostering the knowledge sharing pool in the wider community of practice regionally and globally, the Lab continues to cement the importance of its role as a strategic partnerships accelerator and our continued relevance in contributing to inclusive development for the futures we want.

Expanding Our Horizons: Strengthening the Asia Pacific Region

PLJ has had a steadily growing presence not only in Indonesia but also the Asia Pacific region since its inception in 2012. We have commenced a range of partnerships and supported various innovative initiatives in Myanmar to Sri Lanka, South Korea to Cambodia, Singapore to Malaysia to Vanuatu, among other locations. Over the years and alongside the ever-changing nature of the development context, the Lab has also progressed to a natural evolution point bringing us to the next phase of our journey.

Responding to the continued demand for our knowledge and services from both our Indonesian government counterparts and from other actors across the development sphere, we are now undergoing our next transformation into a regional hub that can support us in better serving our constituents. This transformation was further cemented when, under Indonesia's G20 presidency, one of the concrete actions cited in the G20 Bali Leaders' Declaration included the establishment of the United Nations Global Pulse Asia Pacific facility. The scaling-up of PLJ into this regional hub enables us to widen our scale of impact by shifting the focus from the country level to a more regional role that supports sharing information, knowledge management, building linkages and capacity building.

We will continue to build upon the partnerships, innovations, and experiences that we have cultivated over the last 10 years and capitalize on the capacities of our networks to encourage the further sharing of knowledge in undertaking digital transformations. This transition is a challenging but exciting time for the Lab. Looking ahead, we are eager to continue supporting the Indonesian government and other institutions in the country to harness the art of the possible through data innovation, and we are equally as eager to expand our support to strengthen other countries within the Asia Pacific region.

LIST OF ANNEXES

Knowledge Sharing Timeline

Publications

Media Coverage

Knowledge Sharing Timeline

JANUARY 2022

- Contribution to the Evidence Commission Report

MARCH 2022

- ADB's Southeast Asia Development Symposium (SEADS) 2022
- Seminar Kemampuan Portal Satu Data Indonesia dan Interoperabilitas Data
- Webinar "Introduction to Futures and Foresight"

APRIL 2022

- International Development Partners Meeting with Ministry of Health
- Knowledge Sharing on the Analytic Partnerships with the West Java Digital Services (JDS)
- Public Webinar: Best Practices in Responsibly Harnessing Data in Times of Public Health Crises

MAY 2022

- Seminar "From Research to Action: Data Sharing for Policy and Program Evaluation"

JUNE 2022

- Knowledge exchange with J-PAL on Beyond Sticky Floor study results

JULY 2022

- Women 20 Summit: International Conference on Women's Economic Empowerment
- G20 Digital Economy Working Group
- Youth 20 Summit

AUGUST 2022

- Asia Pacific AI Governance Forum
- G20 Development Working Group Networking Dinner: Advancing Inclusive Digital Transformation Collaborations
- G20 DWG Exhibition: Pulse Lab Jakarta Transformation Journey - From Data Innovation to a Quintet of Capabilities
- Indonesia and Australia: Emerging Health Service Delivery and SDG Impact

SEPTEMBER 2022

- PLJ research article on MoH e-PPGBM "Assessing the Implementation of Indonesia's National Nutrition Information System" is published by the Asian Development Bank (ADB)

- Knowledge sharing on Service Design approach with the Digital Transformation Office, Ministry of Health Indonesia

- Masterclass on Building Lean Digital Solutions with No Coding Skills

- Webinar on Strategic Foresight for Policy Planning

- Presentation to Ministry of Health on ePPGBM research

- Big Data Talkshow hosted by Faculty of Medicine, Gadjah Mada University

- Presentation for Directorate 3 Bappenas on Future Foresight

- Workshop Radio Analysis with Global Pulse and Accelerator Labs

OCTOBER 2022

- Indonesian UN Resident Coordinator's Office visit to PLJ

NOVEMBER 2022

- Focus Group Discussions with Regional Infrastructure Development Agency (Ministry of Public Works)

- Presentation on "Digital Transformation: Innovation or Systemic Change?" for a UN Learning Session

- Focus Group Discussion on Big Data by BPS (Indonesian Statistics)

- Beyond Sticky Floors study presented at the Australasian Aid Conference

DECEMBER 2022

- Launching of the Repository page for Disability Inclusion – Leave No One Behind (LNOB) documents

- Disability Inclusion Clinic for UN Agencies in Indonesia

- Service Blueprint Workshops on MEDIAN Dashboard with Directorate of PUKMK Bappenas

- The First Regional Expert Consultation on Women and Technology Data

- Presenting Breaking Growth Barriers at the 2022 Indonesia Pacific Forum for Development

- Presentation on Digital Diplomacy Tools for the Ministry of Foreign Affairs Digital Partnership Workshop

- Public Dissemination Event on Strategic Foresight: The Futures of MSMEs in Indonesia

- Regional Workshop on Knowledge Sharing on AI and Data Analytic for COVID-19
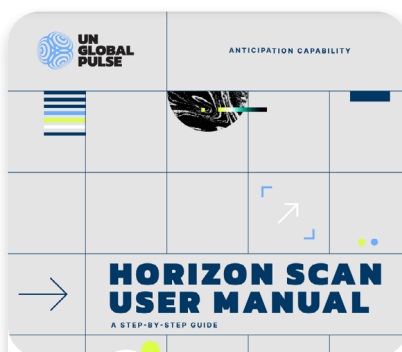
Publications

Annual Report 2021

Assessing the Implementation of Indonesia's National Nutrition Information System

Breaking Growth Barriers for Women Impact Entrepreneurs

A Horizon Scan: The Futures of MSMEs in Indonesia

Horizon Scan Manual: A Step by Step Guide

Media Coverage

FEBRUARY 2022:

- Indonesia's COVID-19 experience shows that data cooperation is crucial for the health sector

MARCH 2022:

- Health Data Analytics for Managing Pandemics

MAY 2022:

- Build to Last — Shaping MSMEs' Growth in the Digital Age
- Because Resilience is Local

JUNE 2022:

- Improving Public Services Through Digital Transformation - SEA NEWS TODAY
- SnackVideo Share Tips for Creating Positive Impact Content
- Video Pendek Lebih Efektif dalam Menyampaikan Pesan, SnackVideo Beri Pelatihan untuk LSM

JULY 2022:

- Mobile Big Data for Cities: Urban Climate Resilience Strategies for Low- and Middle Income Countries

AUGUST 2022:

- Tata Kelola Data Lintas Batas Perlu Perhatian Bersama
- Perkuat Keamanan Ekosistem, Gojek Edukasi Mitra Driver Medan Jadi Pelopor Ciptakan Ruang Publik Aman
- KemenKominfo Gelar Lokakarya tentang Arus Data Lintas Batas
- Designing a Community-Based Air Quality Monitoring System to Mitigate Air Pollution Health Risks

SEPTEMBER 2022:

- Assessing the Implementation of Indonesia's National Nutrition Information System
- Komitmen Gojek Edukasi Mitra Driver Jadi Pelopor Ciptakan Ruang Publik Aman
- Perkuat Keamanan Ekosistem, Gojek Edukasi Mitra Driver Ciptakan Ruang Publik Aman
- Gojek Edukasi Mitra Driver untuk Jadi Pelopor Ciptakan Ruang Publik Aman
- Pemkot Manado dan Polda Sulut Apresiasi Gojek jadi Pelopor Keamanan di Ruang Publik
- Gojek Jadi Pelopor Keamanan di Ruang Publik, Pemkot Manado dan Polda Sulut Beri Apresiasi
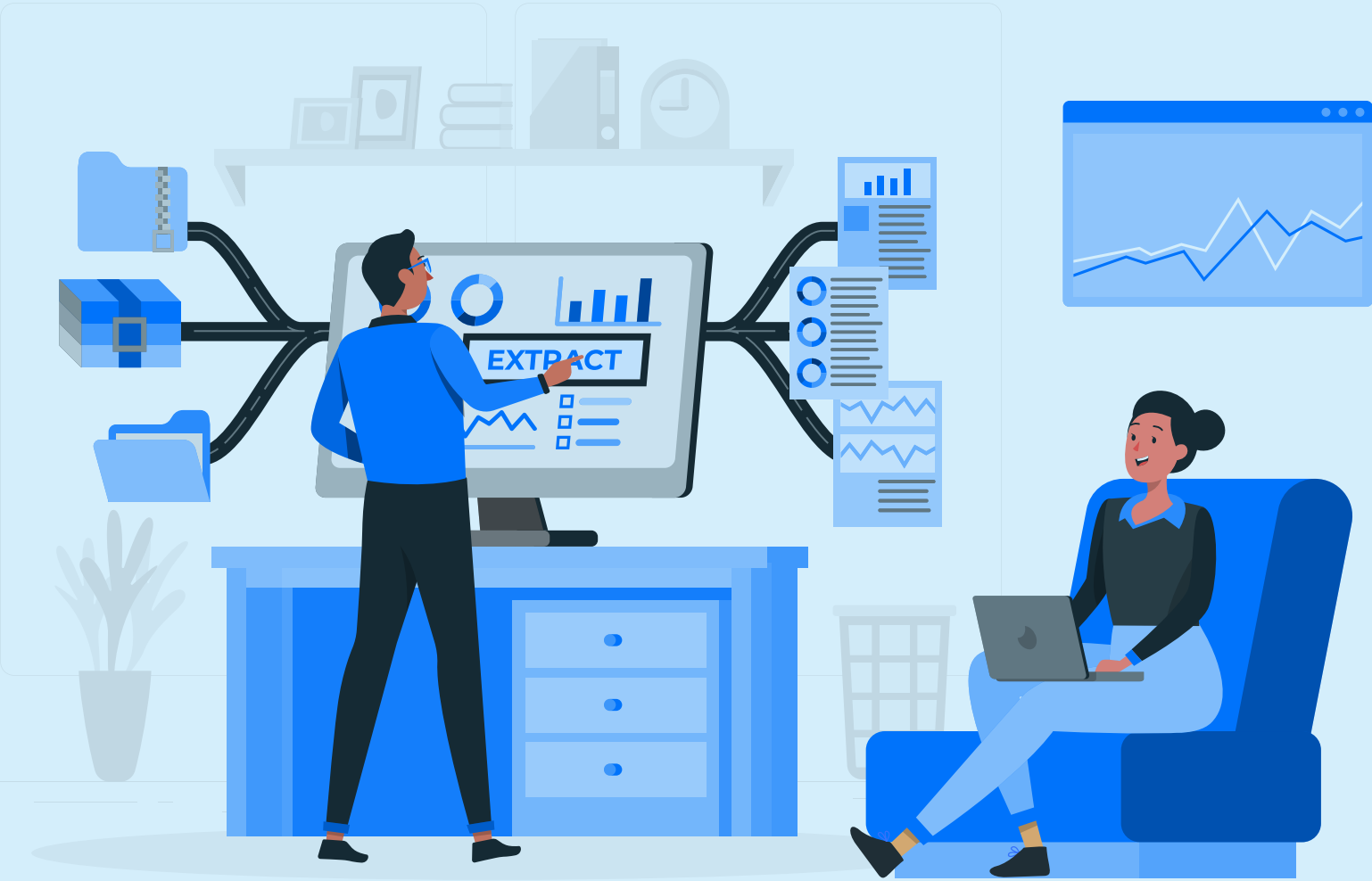
OCTOBER 2022:

- Gojek Jadi Andalan Terdepan Untuk Berikan Rasa Nyaman pada Lansia

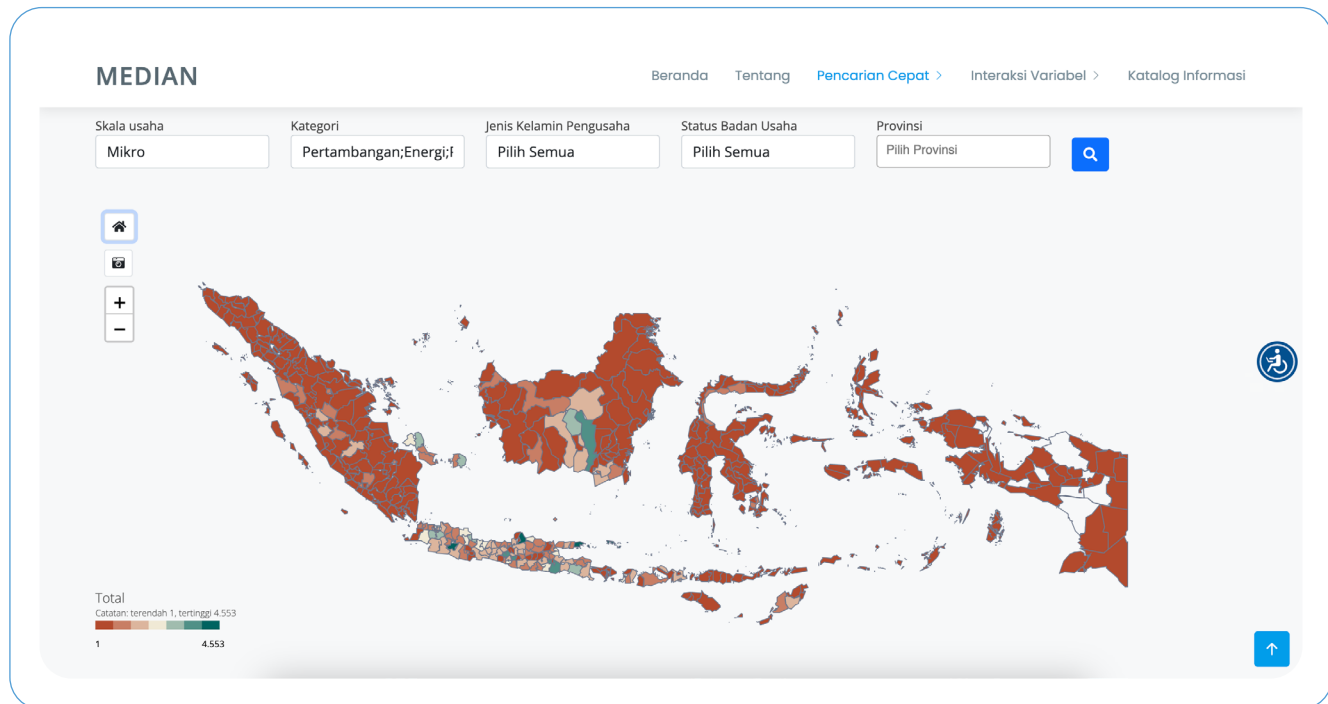- Fitur Aman Tersedia, Pelanggan Usia Senior Gojek di Medan Mengaku Nyaman

DECEMBER 2022:

- Bappenas dan UN Global Pulse Luncurkan Laporan Bersama Guna Meneropong Masa Depan UMKM Indonesia

- Bappenas dan UN Global Pulse Luncurkan Laporan Masa Depan UMKM Indonesia

- Bappenas, UN Global Pulse unveil joint report on Indonesian MSMEs

- Bappenas, UN Global Pulse unveil joint report on Indonesian MSMEs

- Bappenas and UN Global Pulse Launch the "Strategic Foresight: The Futures of MSMEs in Indonesia" Joint Report

- Workshops Indonesia-Pacific Forum for Development (IPFD) Bali, 8 December 2022

- Lokakarya IPDF Jadikan Palu dan Bali Sebagai Contoh Kesiapsiagaan Bencana

- Redefining Business As Usual: Exploring the Future of MSMEs in Indonesia through Strategic Foresight

PROJECTS BRIEF

Strengthening MSMEs for Inclusive Growth: MEDIAN (MSMEs Data and Information Analytics)

Credit: Swastika Harefa (Pulse Lab Jakarta)

Micro, Small and Medium Enterprises (MSMEs) play a crucial role in the Indonesian economy, yet despite their significant contributions they face a number of challenges including difficulties in marketing, accessing finance, and facing unbalanced competition. To support MSMEs during the pandemic, the government implemented support programs spread across various ministries and institutions; however, the lack of program integration limits their effectiveness. Thus, PLJ collaborated with the Ministry of National Development Planning (Bappenas) to develop a data analysis tool to better understand the challenges and to inform evidence-based policy making for MSMEs. The goal is to develop a flexible dashboard system that will accommodate the dynamic needs of policymakers and allow for easy integration of new data and visualizations in the future. The tool will provide valuable insights into the spatial distribution of MSMEs and factors that support or hinder their development, and will be a useful resource for policymakers to make informed decisions to support the growth of MSMEs in Indonesia.

Impacts

METHODOLOGICAL
Our mixed methods approach showed Bappenas new ways of looking at MSMEs data. Different methods such as the user research and research dive created a better understanding of the existing ecosystem and needs to be addressed, which facilitated a shared understanding on the procedure of developing an analytical platform. This influenced the way Bappenas manages and handles their data on MSMEs, strengthening their knowledge management system to support how staff can access and benefit from the available data.

OPERATIONAL
MEDIAN is now hosted under Bappenas website and can be accessible for the staff within the Directorates. Through this project, we observed changes in the Directorate's operational and business processes. Our collaboration has also influenced the way the Directorate conducts research and works on data. Through continuous advocacy, the Directorate has also become more aware of the importance of taking deep dives into data. This has prompted the Directorate to recruit its first data scientist/programmer who will support the team on data analytics, and maintaining and developing the platform.

ECOSYSTEMIC
Understanding that capacity building and partnerships are key to forming a lasting data ecosystem, we invested in building Bappenas' capability and fostering new partnerships. The project was designed through collaborative research to ensure that capacity building is embedded throughout all activities. In a research dive and series of workshops with partners, we advocated the importance of establishing a data sharing mechanism with stakeholders. At the end of the project, through a service blueprint workshop, the Directorate identified and developed a plan to continue exploring partnerships within the MSMEs ecosystem, including developing necessary SOPs to ensure better evidenced-based policy making for MSMEs in the future.

Key Results:

1. Research Dive event, tailored data dives to identify traditional and non-traditional datasets on MSMEs that might be relevant for the dashboard.
2. MEDIAN Dashboard, a flexible and fully customizable informational data analytical tool that maps the geospatial dynamics of MSMEs in Indonesia.
3. A series of workshops with Bappenas to design, implement, and evaluate the MEDIAN dashboard.
4. Service blueprint that visualizes the entire process of MEDIAN, including recommendations to maintain and improve the dashboard in the future.

Horizon Scanning:
The Futures of MSMEs in Indonesia

Credit: Pulse Lab Jakarta

This project aimed to understand the various signals and drivers of change that could shape the futures of MSMEs in Indonesia. We asked several questions, such as: *what does the future landscape of MSMEs in Indonesia look like? What are the key emerging issues for this sector? What could potentially alter or disrupt the future?* To answer these questions, UN Global Pulse in Indonesia and Finland embarked on a strategic foresight project in collaboration with the Data & Information Center and the Directorate of Cooperatives & SME Development within Bappenas. Using horizon scanning as one of strategic foresight tools, the team was trained on how to conduct a horizon scanning exercise to identify weak signals and key drivers that could shape the futures of MSMEs in Indonesia using the PESTLE framework.

Impacts

METHODOLOGICAL
Strategic Foresight is a new methodology to complement traditional policy making processes, and we provided proof-of-concept through the use case of MSMEs in Indonesia. This new method can validate and structure the already existing informal practices in Bappenas. Centering activities on our counterparts in the collaboration process gave them a hands-on learning experience and has proven to be effective for wider adoption of a new methodology.

OPERATIONAL
The process and results inspired many high-level and young planners in Bappenas to adopt the methodology and integrate it in the current process of developing the Long Term Development Plan (RPJPN), as well as in future development policy making. PLJ has received a number of new partnership requests to conduct strategic foresight projects in various sectors within the government.

ECOSYSTEMIC
Many attempts have previously been made by other parties to introduce Strategic Foresight but they have always encountered roadblocks. Our approach highlighted a new perspective on how to leverage already existing partnerships to introduce new methodologies. This helps boost the presence of Strategic Foresight in the wider community of practice and the policy ecosystem in Indonesia.

Key Results:

1. A series of strategic foresight trainings that served as the fundamental introduction to strategic foresight.
2. A horizon scanning report contains main findings and insights that includes key drivers of change, signals, and future implications if these drivers materialize.
3. A horizon scanning manual that is designed as a step-by-step guide set up horizon scanning practices. It outlines a simple five-step process, and provides templates for inspiration. The manual originates from a horizon scan that was conducted by UN Global Pulse and Bappenas on the Future of MSMEs in Indonesia.
4. A horizon scanning microsite that serves as a knowledge hub of the project for the public to access resources and materials regarding the horizon scanning project.
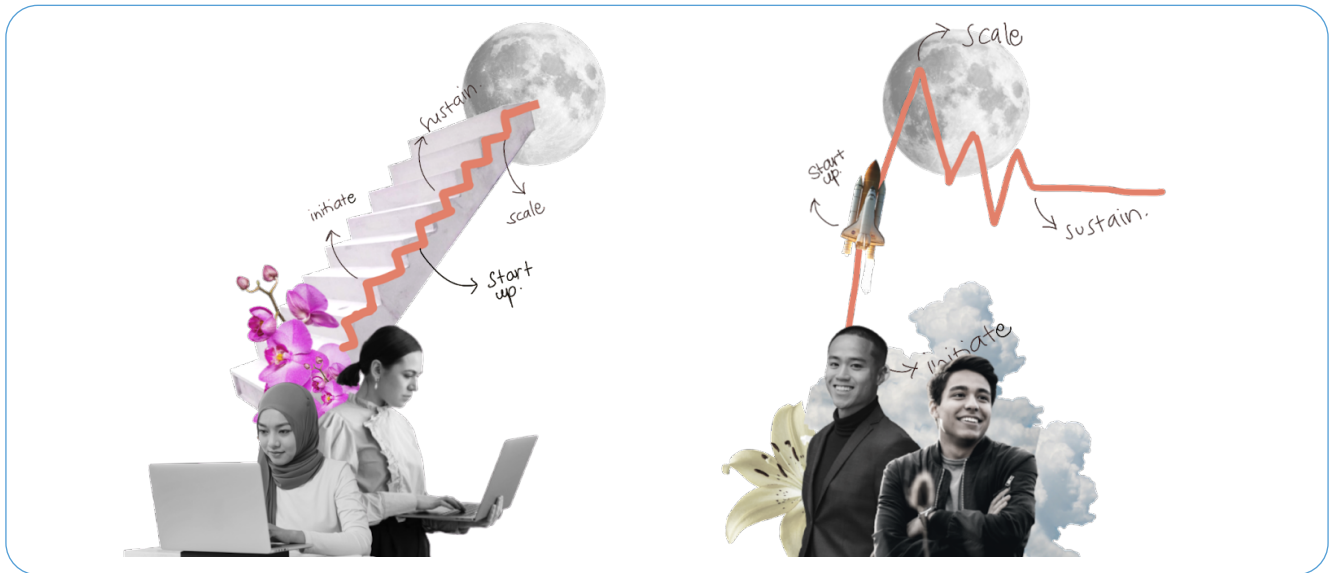
Breaking Growth Barriers

Image: Lia Purnamasari (Pulse Lab Jakarta)

Women entrepreneurs are essential contributors to economic and social transformation, especially in the impact sector, which looks beyond generating profit and contributes to improving social and environmental impact. Yet despite their contribution, women face a range of constraints in growing their businesses. Existing studies conclude that their challenges include access to financial capital, limited support networks to access business-related resources, advice, and training opportunities. However, these are further compounded by systemic barriers such as societal norms, regulatory constraints, unpaid care work and gender-based discriminatory policies. In 2022, PLJ conducted a joint study with UN Women Indonesia to further understand the interrelatedness of systemic barriers that act as impediments in the growth of women-led businesses. We applied systemic design, which combines both human-centered design competencies and systems thinking skills that seek to uncover the intangible dynamics and underlying mental models that are shaping behaviors and systems structure.

Impacts

METHODOLOGICAL
Our systemic design approach has influenced our partner to broaden their angle when assessing and designing programs/approaches to support women entrepreneurs in Indonesia. For example, when looking into factors affecting women impact entrepreneurs, it is not limited to self capability or business skills.

ECOSYSTEMIC
The study introduces comprehensive recommendations and design opportunity areas to transform systemic support for women impact entrepreneurs in growing their businesses. We presented our insights and recommendations to multiple international development forums (W20 and IPFD 2022) as part of the effort to broaden engagement and generate awareness on the importance of intervening ecosystemic support to help women impact entrepreneurs in growing their business.

Key Results:

1. Research report, highlighting key insights and design recommendations to transform ecosystemic support for women impact entrepreneurs.
2. Presentation at the Women 20 event in Toba 2022.
3. Presentation at the Indonesia Pacific Development Forum's Working Group for Women Economic Empowerment, Bali 2022.
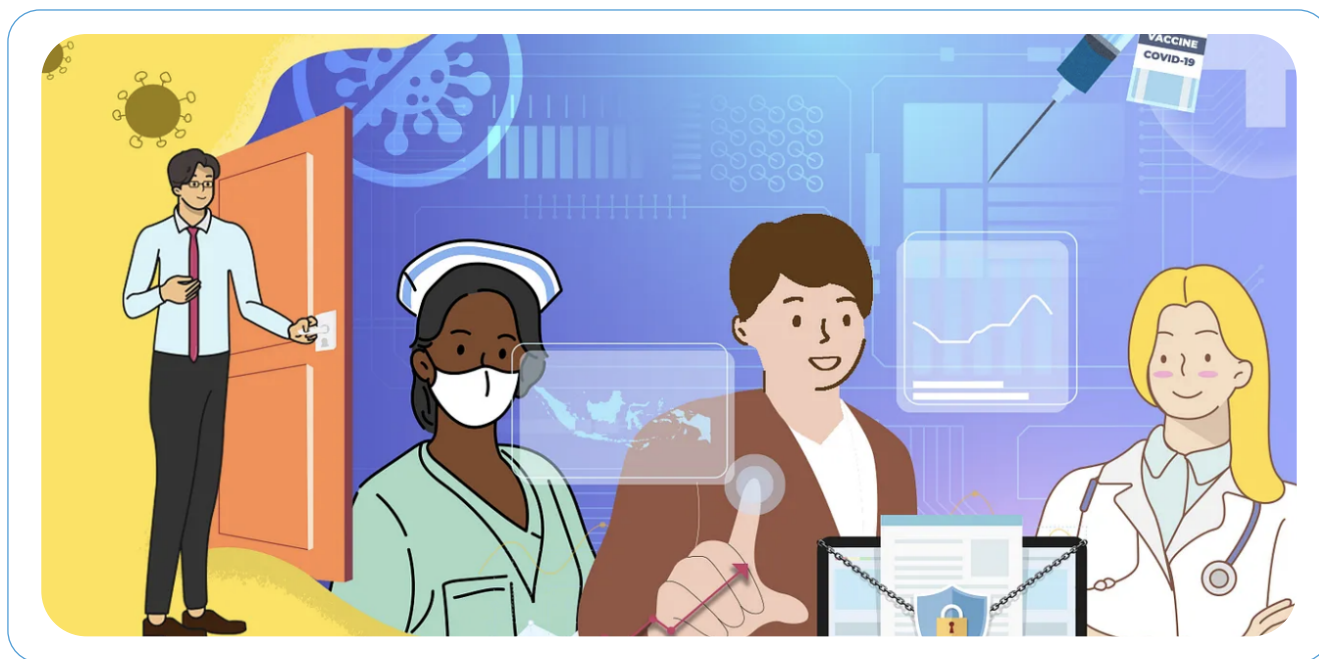
Health Data Analytics for Managing Pandemics

Image: Swastika Harefa (Pulse Lab Jakarta)

The COVID-19 pandemic has underscored the need for reliable data for improved decision making. Within the health sector, the emerging challenges have also emphasized the importance of adopting a holistic and integrated approach to strengthening the overall data ecosystem. Besides effectively leveraging data systems to improve both individual and public health, ensuring responsible access and use of sensitive health-related data is also paramount. The Indonesian Ministry of Health (MoH) through its Digital Transformation Office (DTO) requested technical data analytics assistance from PLJ geared towards improving the ministry's understanding of its data. With emphasis on responding to the pandemic, a key objective was to explore what insights could be gleaned from combining available datasets. MoH was also interested in developing its institutional capacity to design and implement research in a structured and responsible manner. We applied a mixed-method approach combining data analytics with service design. Activities include user research, data scoping & research dive, international development partners meetings, and a webinar to facilitate knowledge sharing.

Impacts

METHODOLOGICAL
We introduced a mixed-method approach to show how quantitative data-driven analytics and data mapping is complemented with the service design processes. The DTO and the Center for Data and Information Technology of the MoH were eager to learn about service design from PLJ. From our knowledge sharing, DTO is in the process of implementing a similar approach for their future program on streamlining different services into an integrated health platform.

OPERATIONAL
Several findings from our research dive have already influenced DTO's operations, particularly on data governance and sharing protocols. MoH has always put the utmost importance in the protection of sensitive personal data that they collect, and our collaboration identified specific ways for the DTO to further improve that protection; including a renewed protocol on data masking and improving access controls to the existing health data lake. MoH is already starting to adopt these changes as part of its larger digital transformation agenda.

ECOSYSTEMIC
The research dive showed that data on vulnerable groups, such as people with disabilities, was not visible in the existing datasets, which DTO has been made aware of. The project also promoted the importance of partnerships for accelerating digital transformation. With the development of the Indonesia Health Services platform already underway, collaboration with all stakeholders is critical for overcoming challenges related to pervasive data fragmentation across the health sector. DTO has plans to conduct regular roundtable discussions with development partners working in the health space to ensure its efforts contribute to system-wide impact.

Key Results:

1. Research Dive, a data dive event to explore and analyze pseudonymized COVID-19 data related to testing, tracing, and vaccinations.
2. International Development Partners Meeting to share the results of the research dive, including insights into DTO's development partners.
3. Webinar to discuss and share several national and international good practices in responsibly utilizing and innovating with data to respond to crises.

Assessing the Implementation of Indonesia's National Nutrition Information System (e-PPGBM)

Image: Lia Purnamasari (Pulse Lab Jakarta)

To support the National Movement for Stunting Reduction, the Indonesian Ministry of Health (Kemenkes) launched *Sistem Informasi Gizi Terpadu*—a national nutrition information system to record and report data on community-based nutrition. One of the key modules of the SIGIZI platform is known as e-PPGBM or *Pencatatan dan Pelaporan Gizi Berbasis Masyarakat Elektronik*, an application for recording and reporting on community-based nutrition. Through e-PPGBM, health workers can directly report on the nutritional status of children in their areas and arrange necessary follow-ups; however, early observations indicate there are challenges in implementing this system from user capacity to technical capacity. Given the importance of e-PPGBM in recording data that can be used to address stunting, PLJ conducted an evaluative study to develop a holistic understanding of the application's utilization using service design as a methodology, combining quantitative and qualitative approaches (surveys, field observations, in-depth interviews).

Impacts

METHODOLOGICAL
The use of service design has driven a new discussion on the use of service design in the public sector, especially related to evaluating government tech products. We shared our knowledge with the ministry's Digital Transformation Office (DTO) on service design and used e-PPGBM as a use case of practical application of service design.

ECOSYSTEMIC
Our study has managed to build awareness within the public sector on incorporating service design into their digital transformation agenda. Dissemination events hosted by the ministry were our avenues for introducing and building awareness on this holistic approach for designing government tech products.

Key Results:

1. Research report that presents the key findings from online surveys, field observations, and in-depth interviews to understand the gaps in the implementation of the e-PPGBM along with opportunity areas.
2. Online survey results dissemination at two national workshops hosted by the Directorate of Nutrition Surveillance.
3. Presentation of findings internally to the Ministry of Health.
4. Insights and service design knowledge sharing session with Digital Transformation Office of the Ministry of Health in September 2022.

Leave No One Behind (LNOB)

Credit: FreePik

Following the results of the UN Country Data Strategy use case of data on disability, this project continues to support the collection of data based on two streams: **data on disability and data for disability.** On disability, the aim is to address issues within Indonesia's data ecosystem that impact the effectiveness and responsiveness of policies and programming for persons with disabilities in Indonesia. For disability, the aim is to inspire a broader range of stakeholders to innovate in areas related to empowering persons with disabilities by providing them with relevant data according to their needs. The methodologies that have been used throughout project implementation include: desk research, service design, UI/UX, qualitative research, quantitative research, innovation cycle, crowdsourcing, public relations and advocacy. *This project is still ongoing.*

Potential Impacts

METHODOLOGICAL
By utilizing initial use cases, relevant stakeholders can identify and create additional opportunities to gain valuable insights from the information *on* persons with disabilities. Relevant stakeholders will also have a deeper understanding and be able to effectively implement novel approaches to address the needs of persons with disabilities.

OPERATIONAL
With data on disability, stakeholders can implement strategies to conduct a thorough assessment of capacity strengths and needs, institutional challenges related to disability awareness and inclusivity; enhance capacity building within the UN and among other vital stakeholders; foster stronger partnerships with disability networks to develop short-term and long-term priorities focusing on the inclusion of persons with disabilities. With data for disability, initial stakeholders can collaborate to improve data collected for persons with disabilities, including identifying and accessing more primary data sources and validating data; mobilizing resources, specifically infrastructure and human resources; and enhancing collaboration with a diverse set of stakeholders including advocacy groups, government agencies, non-profit organizations, and PWD, to gather and disseminate high-quality data.

ECOSYSTEMIC
A comprehensive disability data ecosystem in Indonesia that has consistent definitions for disability data can address policy questions related to disability data and Sustainable Development Goals (SDGs), be utilized for effective advocacy to drive positive change for persons with disabilities, provide clarity on key stakeholders, identify opportunities for collective learning and the use of evidence to continuously improve disability data, strengthen partnerships with crucial disability data stakeholders, and assist in identifying and addressing critical challenges related to disability data collection and usage. Acceleration of the development and scaling up of innovative projects that prioritize sustainability and impact can also empower persons with disabilities through data.

Potential Key Results:

The expected main outcomes of the project include:
1. Stream 1: A comprehensive report that thoroughly analyzes the availability, identifies gaps, establishes needs, and prioritizes actions to close the data gap and promote the inclusion of persons with disabilities.
2. Stream 2: A platform designed for persons with disabilities that offers a wide range of data and information to enhance their daily navigation and provide access to essential resources and services.

Global South AI4COVID Program

Credit: FreePik

The program supports multidisciplinary research focused on evidence-based artificial intelligence (AI) and data science approaches to aid COVID-19 response and recovery in low- and middle-income countries. It aims to support research that is linked to government responses and policy making in the following areas: forecasting transmissions and reducing spread through policy and public health interventions; optimizing public health system responses for patient diagnosis, care, and management; mobilizing AI and data science to understand and support gender inclusive COVID-19 action; building trust and combatting mis- and dis-information around COVID-19; strengthening data systems and information sharing about COVID-19; and supporting transparent and responsible AI, data, and digital rights governance around COVID-19 and pandemic responses. ***This project is still ongoing.***

Potential Impacts

METHODOLOGICAL
From a technical perspective, we developed an innovative tool to support the donors and partners in sensemaking the overall and emerging research portfolio as submitted by the project grantees. This tool will consolidate and enable visualization of the results in one system. Grantees also received a new perspective on how to approach the communication aspect concerning their activities.

OPERATIONAL
The tool's automation process will avoid the time-consuming and potentially repetitive process of extracting data from documents containing highly variable information. Provides a more objective large-scale analysis Streamlines processes and reduces staff costs Provides a better understanding of the research field in which partners are engaging Less manual intervention to organize the documents Develops a corpus database that already has clean text Develops a document library with structured metadata

ECOSYSTEMIC
The developed tool is an innovative idea in itself. It presents the research results produced by grantees in a new, easy to read, visualization dashboard that was previously unavailable. It can be carried forward to synthesize research conducted by different projects in the future.

Potential Key Results:

1. A data visualization tool using Natural Language Processing (NLP) that analyzes the data using a computational method, and is presented in an easy-to-read visualization dashboard to help synthesize research conducted by partners.

UN Perception Survey

Credit: FreePik

The key is to understand the Indonesian public's and our partner's perception(s) of the United Nations in Indonesia. The following activities were carried out to achieve the project's goal: online surveys with key stakeholders and the general public, social media listening, and final analysis of collected statistics.

Impacts

METHODOLOGICAL
The methodologies utilized in this collaboration showed how the work can be done if the Resident Coordinator's Office intends to scale up the survey in the future. The collaboration also introduced a new means of social media analysis to complement the traditional survey approach.

OPERATIONAL
Our approach focuses on utilizing social media more effectively to enhance the visibility of UN agencies in Indonesia. One strategy proposed is to increase awareness of the agencies' presence and roles and leverage the reach of other UN agencies' social media accounts through tagging to multiply the impact.

ECOSYSTEMIC
UN agencies in other countries are eager to gain insight into their public and partner perceptions to improve their communications strategies. By utilizing our approach, these agencies will be able to understand their positioning in the eyes of their stakeholders and use that knowledge to inform future decisions.

Key Results:

1. The UN receives the favorable perception from the general public and its partners but may want to (re) examine how it communicates its key messages and roles in Indonesia
2. Support related to strengthening systems and capacity in the country is highly valued and is considered to be a key role that the UN can play in Indonesia.
3. Traditional media still play a major role as a primary source of information about the UN in Indonesia, but social media will likely become more prominent.
4. The results of the survey informed the new UN in Indonesia Communication Strategy.

Regional Disparities Initiative

Credit: FreePik

The overall objective of the Regional Disparities Initiative is to improve the delivery of basic services *(Layanan Dasar)*, particularly to women and other vulnerable groups in less developed regions of Indonesia. It is vital to find a balance between the country's complexity and the limitations of designing overly specific service delivery programs. This balance should allow for understanding regional disparities, identifying vulnerable areas, and developing targeted but manageable interventions that address specific needs while avoiding excessive complexity in management. The project utilized a **data analysis methodology** looking at three layers of analysis. The following activities were done to achieve this: data collection, data pre-processing, data analysis and prototyping of a dashboard for the first two layers.

Impacts

METHODOLOGICAL
We introduced innovative techniques that facilitated the comprehension of regional disparities, facilitated the identification of areas at a higher risk, and aided in creating localized interventions tailored to specific needs while also being easy to manage.

Key Results

1. A prototype to demonstrate the ability of advanced analytics to uncover the potential causes of regional disparities and serve as a foundation for expert validation.
2. The prototype phase offers valuable insights for full-scale production, mainly information on necessary data, its availability, and how to access it.
3. This validation will provide valuable insights for further development and improvement of the analysis.
4. The validated clusters will also serve as a basis for monitoring and evaluating interventions aimed at improving essential services.

UN Country Data Strategy

Credit: FreePik

This concept brief has been drafted to outline a "use-case centric approach" for UNCT Indonesia and specifically the Data for SDGs, Monitoring, Evaluation and Learning Working Group (DMEL-WG) in response to the UN data strategy and in light of the underlying operational context in Indonesia.

The "Data Strategy of the Secretary-General for Action by Everyone, Everywhere" was launched in 2020, providing a framework to address issues and gaps in the UN's capacity and infrastructure in effectively leveraging data to achieve its mandates. In the Indonesia United Nations Sustainable Development Cooperation Framework (UNSDCF) 2021-2025, the UN Country Team has incorporated Innovation as the fourth strategic priority of the UN Family in Indonesia, aiming to ensure that: *"…stakeholders adopt innovative and integrated development solutions to accelerate advancements towards the SDGs''*. Efforts towards improving data management and data flows across UN agencies in Indonesia in conjunction with the UN data strategy aligns with this fourth strategic priority. Additionally, a focus on disability data would also link actions and outputs to the first strategic priority of the UNSDCF focusing on Inclusive Human Development.

The UN Country Data Strategy project served as a 'use-case centric approach' for the UN Country Team in Indonesia and specifically the Data for SDGs, Monitoring, Evaluation and Learning Working Group (DMEL-WG). Focusing on data relevant to People with Disabilities (PwD) as the first in a portfolio of use cases provides the foundations to achieve broader reforms impacting the UN family internally as well as with key counterparts including government and civil society. Pulse Lab Jakarta facilitated and provided technical support for the UN Data Strategy Use Case on Persons with Disabilities.

Key Results

1. A report on disability data in Indonesia
2. A situational analysis on the state of data in Indonesia
3. A disability repository microsite on the UN in Indonesia website

ACRONYMS

AI -	Artificial Intelligence
AI4COVID -	Artificial Intelligence for COVID-19 Response & Recovery
Bappenas -	Ministry of National Development Planning
COVID-19 -	Coronavirus Disease 2019
DTO -	Digital Transformation Office (Ministry of Health)
DFAT -	Australian Department of Foreign Affairs & Trade
e-PPGBM -	an online application for recording and reporting on community-based nutrition
GEDSI -	Gender Equality, Disability and Social Inclusion
GoI -	Government of Indonesia
IDRC -	International Development Research Centre
LNOB -	Leave No One Behind
MEDIAN -	MSMEs Data and Information Analytics Platform
MoFA -	Ministry of Foreign Affairs
MoH -	Ministry of Health
MSMEs -	Micro, Small and Medium Enterprises
NGO -	Non-governmental Organization
PLJ -	Pulse Lab Jakarta
PWDs -	People with Disabilities
RDI -	Regional Disparities Initiative
RPJPN -	National Long-Term Development Plan
SDGs -	Sustainable Development Goals
SMEs -	Small and Medium-sized Enterprises
UN -	United Nations
UN ESCAP -	United Nations Economic and Social Commission for Asia and the Pacific
UNICEF -	United Nations Children's Fund
UN RCO -	United Nations Resident Coordinator's Office
W20 -	Women 20
Y20 -	Youth 20

This report was written, designed and developed by the UN Global Pulse team at Pulse Lab Jakarta. The report consists of a booklet version and an interactive webpage that can be accessed at pulselabjakarta.org.