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## **PRESS RELEASE**

### **The Single Window Service – Achieving Social Protection at the Local Level**

**JAKARTA** (Joint Press Release): The International Labour Organization (ILO) in collaboration with the Paramadina Graduate School of Diplomacy (PGSD) will hold a half-day workshop on the Single Window Service (SWS) of Social Protection Floor on Wednesday, 5 December, at the PGSD campus.

Indonesia is moving towards an integrated social protection system that seeks to establish the Social Protection Floor (SPF) at a national level. Social Protection Floors (SPF) are nationally defined sets of basic social security guarantees that secure protection and seek to prevent or alleviate poverty, vulnerability and social exclusion. The SPF seeks to guarantee access to health care and minimum income security for different age groups (including children, adults of working age, and the elderly), as well as for people with disabilities. The recent law on social security providers (BPJS), Act No. 24/2011, which provides for the implementation of Act No. 40/2004 on the National Social Security System (NSSS), aims to extend social security to all Indonesians. Social security programmes will ensure that the entire population has access to basic services (health, education, nutrition) and are protected when facing life-related contingencies (work injury, sickness, death of the breadwinner, old age).

Indonesia does, however, face challenges in fulfilling basic entitlements to the social protection floor. The initial findings of an ILO assessment of social protection in the country – conducted in consultation with the UN and Bappenas - highlight that barriers to accessing social protection are a prominent issue in Indonesia, particularly among people in the informal economy; furthermore existing social protection programmes are isolated, uncoordinated, and lack effective monitoring and evaluation systems. There is a need for institutions that have capacity to reach the informal sector, the poor and the vulnerable in both urban and rural areas to act as intermediate structures between social security providers and beneficiaries. These single window services (SWS) would provide information about existing programmes to potential beneficiaries, conduct vulnerability and skills

assessments, facilitate registration to suitable social protection, skills development or employment programmes, host and update a database of beneficiaries, use such data to facilitate monitoring and impact evaluation, and facilitate appeals mechanisms.

“The Single Window Service carries the potential of increasing outreach of social security schemes under BPJS 1 and 2 and antipoverty programmes, while increasing efficiency in the delivery of social protection. It can also facilitate regular updating of the PPLS 2011 database and monitoring of the extension of social protection in Indonesia” explains Valerie Schmitt, ILO Social Security Specialist.

Social protection provisions are not yet linked to employment services, a strategy that could provide a more sustainable means of poverty reduction. A Single Window Service (SWS) system has been piloted by the ILO in selected provinces as a means for achieving a coordinated and efficient approach to social protection and employment programs at the local level.

“The provision of an integrated package of social protection and employment services under the Single Window Service would give more opportunities to people particularly in the informal sector, and progressively help achieve decent work for all”, says Peter Van Rooij, Director of ILO Jakarta.

According to Dr. Anton Lailossa, Bappeda Provinsi Maluku: “The SWS would also reduce people’s chances of falling back in poverty. People would progressively become active contributors to the economy.”

The workshop on the Single Window Service of Social Protection Floor will provide an opportunity to share the SWS concept, and the experiences of other countries that have successfully utilised the SWS approach. Findings from feasibility studies on the implementation of SWS conducted in selected provinces will be presented, and ways forward for implementation of the SWS at the national and sub-national level will be discussed.

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