

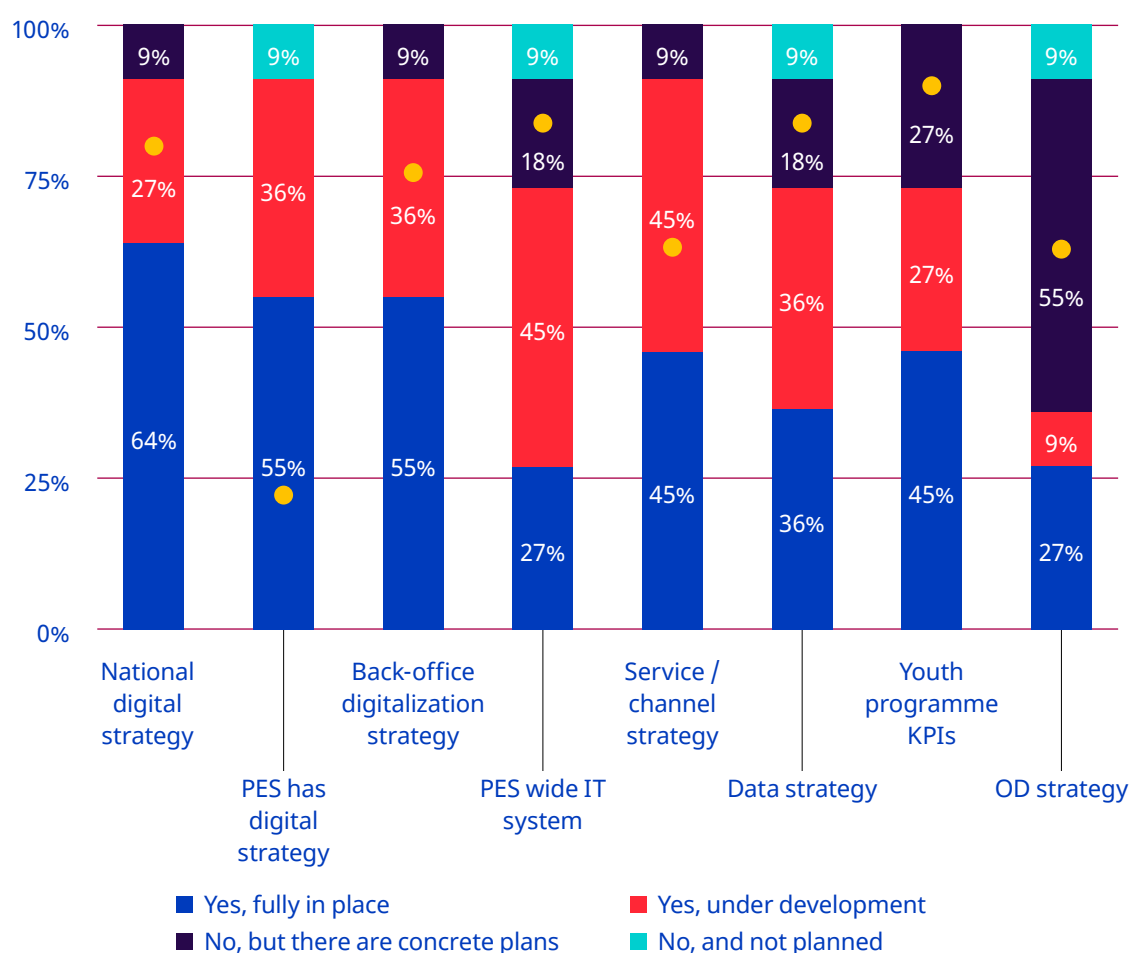
Indonesia

This country profile on technology in public employment services (PES) for youth is part of the ILO (2023) report on *Technology in public employment services to promote youth employment in Asia and the Pacific*.

Income category	Middle-Income Countries
Egovernment Development Index (2022)	77
PES digital orientation	Digitalization

Digital maturity

The figure below provides an overview of PES digital strategies across five areas (overall strategy, back office, front office, data & organization) for all participants. Indonesia is highlighted.



Indonesia in general is in the 'planning' stages of many of their strategic elements. Other areas identified where there is room for improvement of the performance and effectiveness of the PES are:

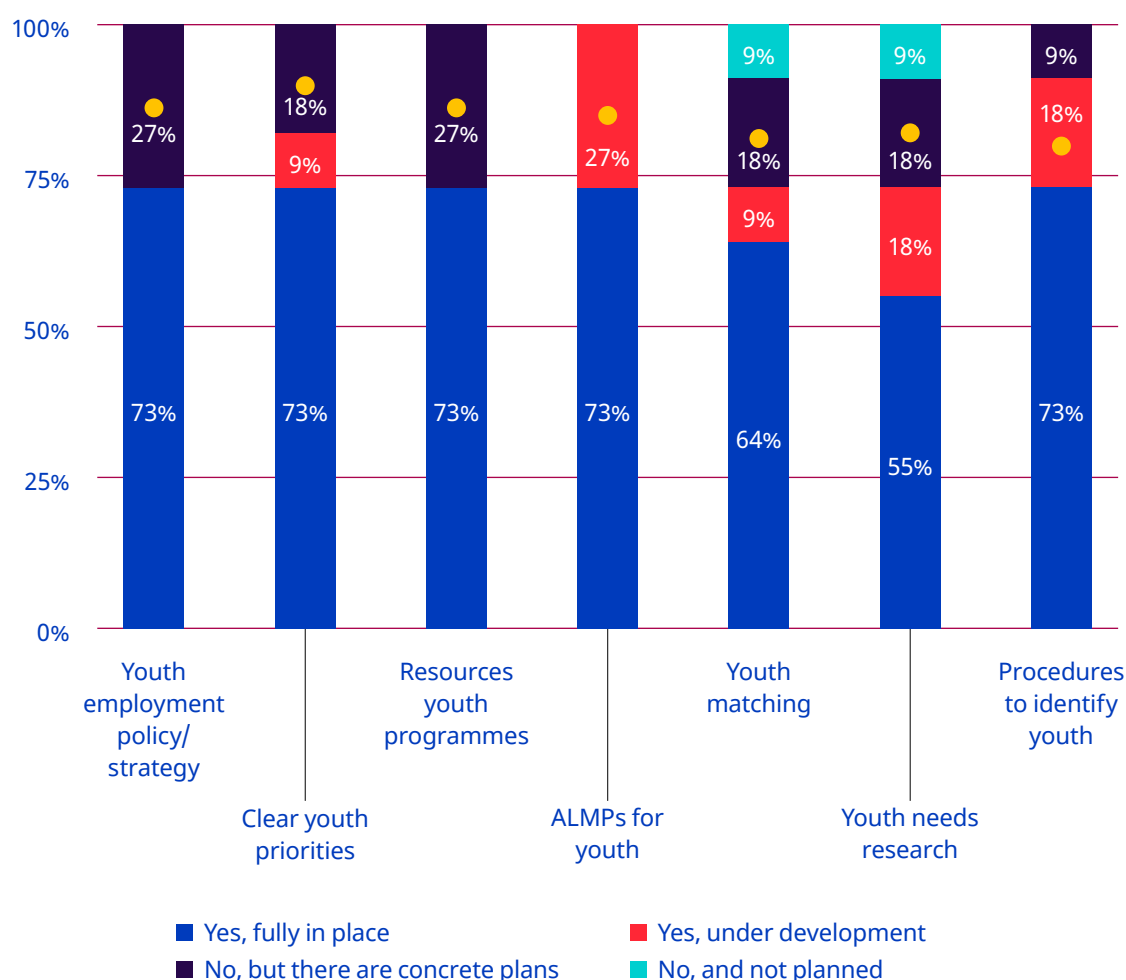
- Siloing
- Resistance in the organization
- Legacy systems
- Lack of inclusive approaches
- Lack of subgroup insights
- Privacy protection
- Lack of financial and other resources
- Lack of integrated processes

- Lack of knowledge technology
- IT interoperability
- Lack of data
- Adapting post COVID-19

Indonesia is making attempts at addressing the challenge of siloing through for example the SIAPkerja initiative which is meant to create one platform that connects the fragmented offices across the country to facilitate data sharing.

Youth services and programmes

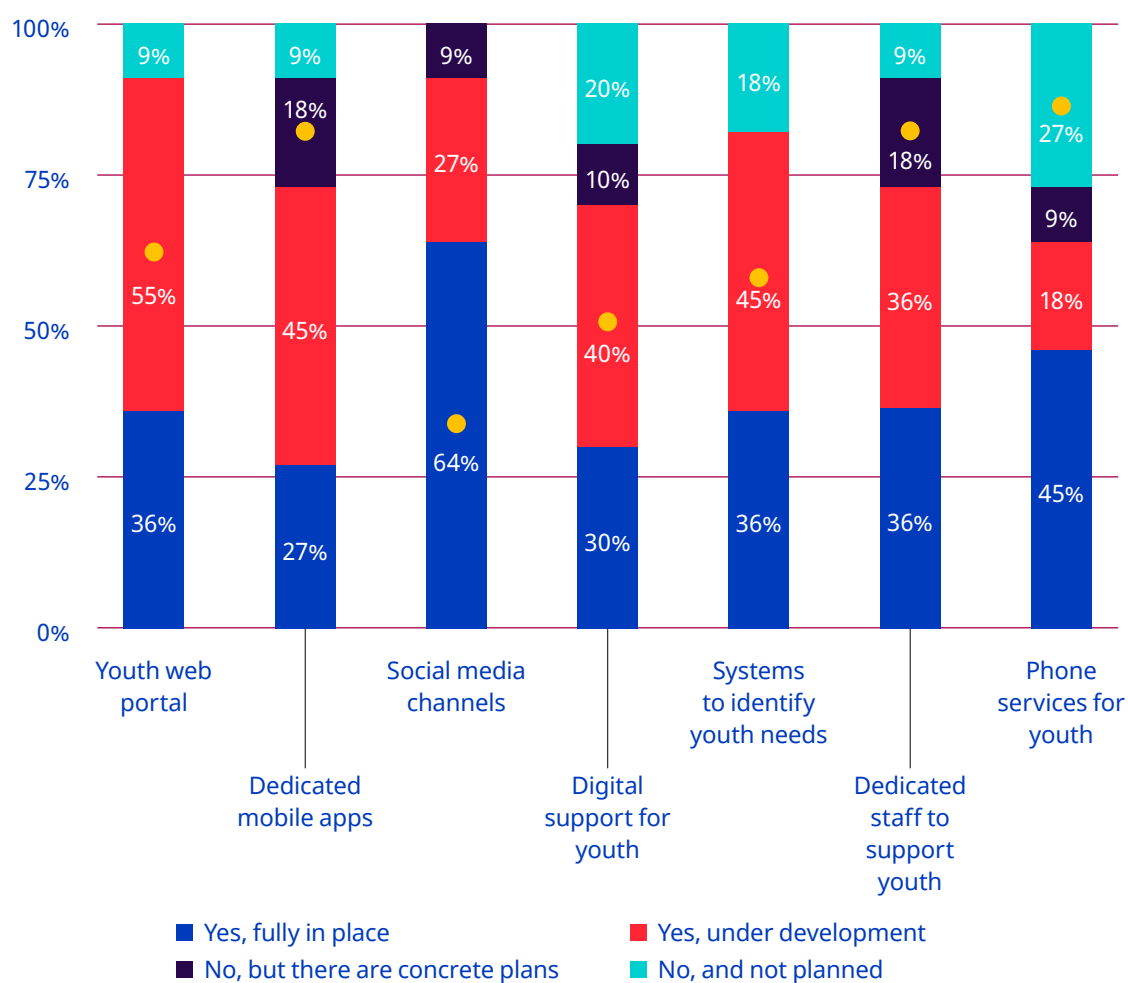
The following figure highlights key elements of youth services, programmes, and approaches, as well as the position of Indonesia on it. It illustrates the degree to which a wide range of youth services are in place.



This is very much an area of planning and development for Indonesia. Focus of the country is to first connect all systems and have their data in order. Based on this, the country expects to develop dedicated ALMPs.

Youth technologies

The final area concerns technologies used by PES in their front and back offices. The following provides an overview of key technology areas and Indonesia's standing in these areas.



The PES is fairly advanced in this area, with most elements being under development and some at the planning stage. The PES has digital skills training opportunities for young people as well as dedicated YouTube channels that use influencers who play an active role in the world of employment, an area where Indonesia has a leading role.

Good practices and learning points

The following points are areas where other countries could learn from Indonesia, followed by areas where Indonesia could improve and/or learn from other PES.

- Indonesia actively uses influencers to create YouTube content aimed at youth and this could be an inspiration for other countries.

Learning points:

- In the actual implementation of youth programmes and making more use of youth technologies, Indonesia could learn from more advanced countries in the region.
- The prioritization of obstacles and development of a strategy to mitigate them.