

Handbook on
Constituent Relations
and Representation

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Mustafa Fakhri, S.H., M.H., LL.M.

UNDP Parliamentary Support Programme

On this occasion, the United Nations Development Programme (UNDP) would like to congratulate the new members the House of Regional Representatives (DPD) of the Republic of Indonesia, 2009-2014. We wish you success in your public endeavours. We would like to take this moment to express our gratitude to the Secretariat General of the DPD RI, the Australian Agency for International Development, the Spanish Agency for International Development Cooperation, and The Asia Foundation for their unwavering support in the development of these handbooks. Finally, we also would like to thank the authors themselves for generously sharing their expertise and experience.

Becoming a member of parliament is a great honor, but it also entails great responsibility. Certainly, the House Members are expected to not only listen to the people, but also represent them and respond to their needs in a timely and effective manner. The UNDP Parliamentary Support Programme gives its full support to the Secretariat of the DPD and all the House Members in the representation of their constituents.

The Handbook on Constituent Relations and Representation is written to help the work of the DPD members in their activities inside the House and in their constituencies. The book illustrates the importance of building relations with constituents and provides information about how to build an effective communication strategy. The book provides ideas on how to best follow-up the input from constituents. Furthermore, the book also provides information on the advantages a constituent office, which maximises the performance of members. Further, the book describes the support from various House bodies in supporting the constituent relations of members.

The success of parliamentary democracy in Indonesia depends much on the work of its members. For that reason, the public will have a great interest in overseeing the members' work in parliament. To support the effectiveness of the members' work, this handbook describes best practices from various democratic countries. The UNDP Parliamentary Support Programme is also continuously supporting the work of members with the necessary knowledge and technical assistance.

We hope that members will find this handbook useful, and will refer to it regularly as a source of information in carrying out their duties. We have compiled complicated and complex issues into a simple and easy-to-read format. We wish all the members the best of luck in all their future work.

Yours sincerely,

UNDP Parliamentary Support Programme

Table of Contents

Preface of the UNDP Parliamentary Support Programme	iv
Table of Contents	vi
List of Tables and Figures	vii
List of Abbreviations and Acronyms	viii
Introduction	xi
Chapter I Representation	
The Concept of Representation	1
DPD Member Constituent Offices in Electoral Districts	4
Maximizing Performance with Limited Authority	7
Chapter II Constituent Relations	
The Meaning of Constituent Relations	11
Public Consultations	12
Why are Relationships with Constituents Important?	13
Members' Constituents	13
Establishing Relationships with Government Institutions and Other Bodies	14
Establishing a Standard for Constituent Services	18
Communication with Constituents	19
Chapter III Capturing Constituent Aspirations	27
How to Optimize Support Systems	32
Building Partnership among Members from the Same Province	33
Optimizing Working Visits and Activities in the Districts	34
Chapter IV Following Up on Aspirations and Fulfilling Public Accountability	
Responding to Constituent Aspirations	37
Preparing a Strategy for Following Up on Constituent Aspirations and Concerns	39
How to Release Performance Reports to the Public	44
Conclusion	49
Bibliography	50

List of Tables and Figures

List of Tables

Table 1	The Most Votes Won by DPR and DPD Members in the 2009 Elections	3
Table 2	Comparing the “Second Chamber” or “Upper House” in Other Countries	3
Table 3	Difference in Organization of DPD Bodies	41

List of Figures

Figure 1	Representation of Members of Parliament	xi
Figure 2	Direct Democracy	xi
Figure 3	Representative Democracy	xii
Figure 4	Basis for Establishment of the DPD	xiii
Figure 5	The Existence of the DPD and Governors	xiii
Figure 6	Representation	1
Figure 7	Representation in Presence and Representation in Ideas	1
Figure 8	The Functions of the DPR, DPRD, and the DPD	2
Figure 9	The Presence of DPD Offices in the Provinces	7
Figure 10	The Authority of the DPD	9
Figure 11	Constituents	13
Figure 12	Categories of DPD Members' Constituents	14
Figure 13	Networking by DPD Members	15
Figure 14	Alternative Means of Communication to Connect with Constituents	19
Figure 15	Alternative Media Based on the Internet	19
Figure 16	Methods for Capturing Constituent Aspirations	29
Figure 17	Online Form for the Aspirations of Society and the Regions	31
Figure 18	Options in Responding to Constituent Aspirations	37
Figure 19	Public Complaints	39
Figure 20	Ways to Advocate Public Complaints	40
Figure 21	Flow Chart: Process of Capturing and Following Up on Constituent Aspirations	42

List of Abbreviations and Acronyms

BPK	: <i>Badan Pemeriksa Keuangan</i> /Supreme Audit Agency
BPP	: <i>Bilangan Pembagi Pemilih</i> /Voters Divide Numbers
DPR	: <i>Dewan Perwakilan Rakyat</i> /House of Representatives
DPD	: <i>Dewan Perwakilan Daerah</i> /House of Regional Representatives
DPDR	: <i>Dewan Perwakilan Rakyat Daerah</i> /Regional House of Representatives
Kunker	: <i>Kunjungan Kerja</i> /Working Visit
Legislation	: the process of formulating a Law
Legislative	: the Body authorized to form Laws
MK	: <i>Mahkamah Konstitusi</i> /Constitutional Court
MPR	: <i>Majelis Permusyawaratan Rakyat</i> /People's Consultative Assembly
NGO	: Non-Governmental Organization
PAH	: <i>Panitia Ad Hoc</i> /Ad Hoc Committee
Panja	: <i>Panitia Kerja</i> /Working Committee
Pansus	: <i>Panitia Khusus</i> /Special Committee
PPUU	: <i>Panitia Perancang Undang-Undang</i> /Bill Drafting Committee
RDPU	: <i>Rapat Dengar Pendapat Umum</i> /Public Hearing
RI	: Republic of Indonesia
Tatib	: <i>Tata Tertib</i> /Standing Orders
UU	: <i>Undang-Undang</i> /Law



Introduction

The democratic system of governance using representative democracy is often assumed to be the most effective method for running governments in modern society. This method is seen as being the most proper. Because of this, it is applied by most countries in the world.

The presence of members of parliament who represent the public usually comes from political representation and regional representation. In a few countries, like France and Ireland, members are also recruited through a functional representation method, which is a method used to balance the dominance of political interests that might otherwise overwhelm state functioning in the country.

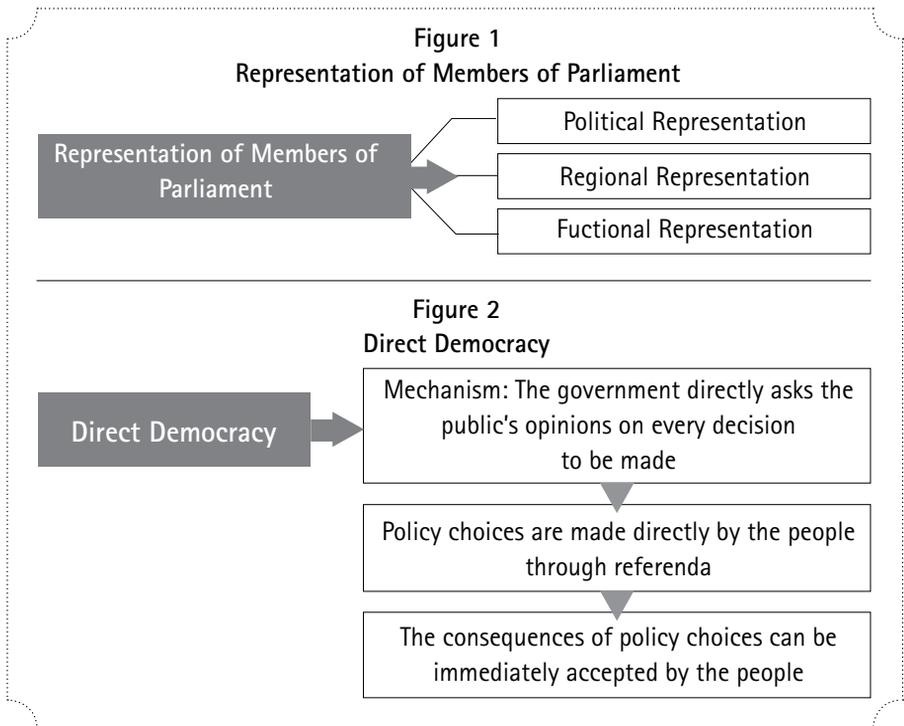
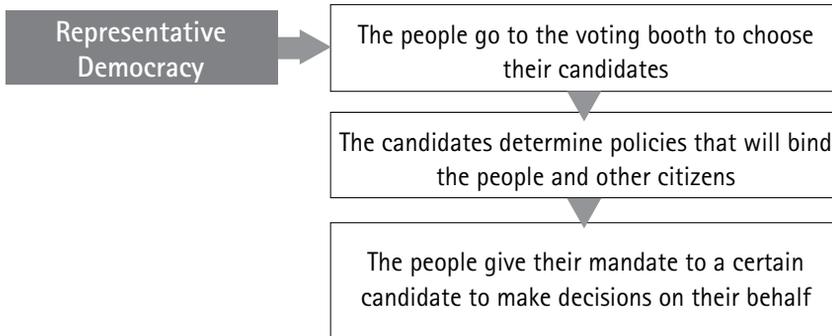


Figure 3
Representative Democracy

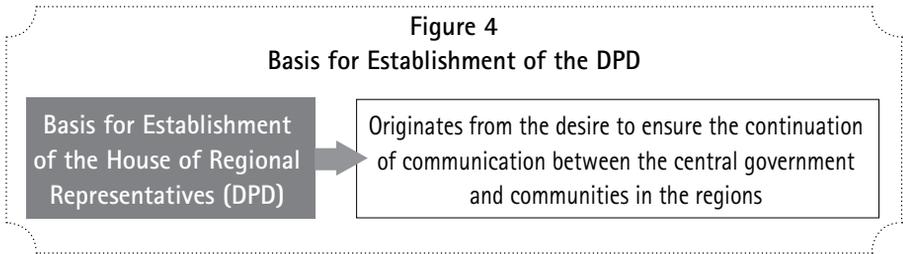


Unfortunately, representative democracy does not guarantee that the wishes of the voters will always be in line with their representatives in Parliament. What is more, there is no mechanism available for withdrawing a mandate when the voters experience serious doubts about the performance of the representatives in Parliament who have been making decisions on their behalf. For these reasons, it must be ensured that a relationship is created to build a lasting connection between the voters and their representatives in Parliament.

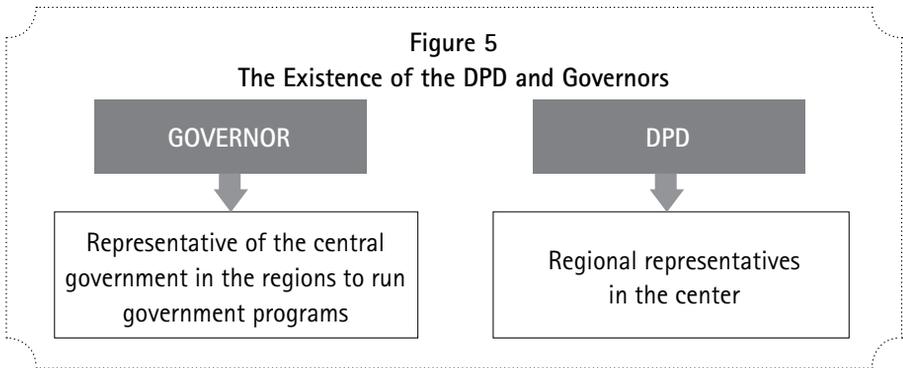
Power tends to corrupt; absolute power corrupts absolutely.

Power has a tendency to corrupt, and absolute power has a tendency to corrupt absolutely. This popular saying from Lord Acton is also a serious reminder. It is aimed at every nation that wants the principles of democracy and justice to become the essential norm in their national and state life.

Each country needs a strong control mechanism from the legislative institution by ensuring that checks and balances are in place for each institution that holds power. This is to avoid corruption, insofar as possible, because without the consistent oversight of an institution of regional representation, a country's power-holders would have an opportunity to act arbitrarily towards the public in certain regions.



Communication between the center and the regions had long been ignored. As it developed, society still continued to hope for the representation of regional aspirations through members that they elected. Only with this kind of representation could the institutionalization of regional representation run effectively.



The existence of the House of Regional Representatives (*Dewan Perwakilan Daerah/DPD*) is to ensure that the aspirations and wishes of society to develop the regions are accommodated, both in planning policies and in implementing national development.

The presence of the DPD is intended as the institutionalization of regional representation in a permanent state institution

However, the authority given to the DPD by the Indonesian constitution after the series of amendments during the “Reformasi” era is quite limited. It does not match the hopes that society holds.

Constitutionally, the implementation of the DPD's authority very much depends on the House of Representatives (*Dewan Perwakilan Rakyat/DPR*). In initiating a bill that has broad impact for regional interests, the DPD can propose the bill to the DPR. However, in practice during the previous term, the drafts that were put forward by the DPD had a status not very different from the input of non-governmental organizations (NGO). This is because of the mechanisms in place at that time.

Furthermore, in fulfilling its role of oversight, the DPD must forward the results of its oversight to the DPR as input to consider for follow-up. The constitutional limits placed on the DPD seriously weaken the function and authority of this representative body.

In contrast, the high participation levels in the legislative elections demonstrate the great hopes of society. This participation included choosing DPD members; thus, these hopes must not be neglected. So, what can DPD members do to optimize their role?

CHAPTER I

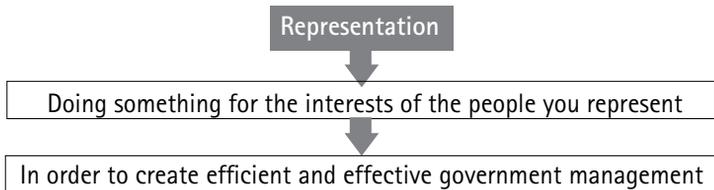
Representation

The Concept of Representation

The essential purpose of having a representative institution in a governmental structure is its representative function.

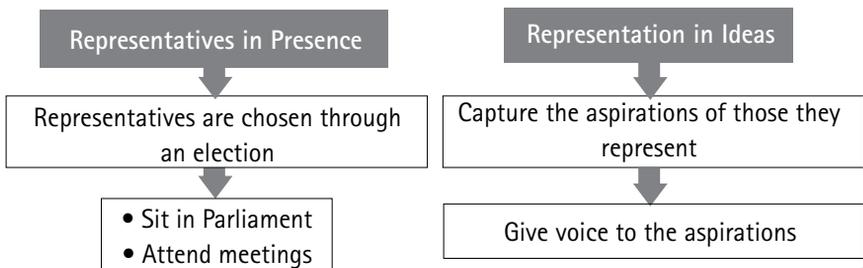
DPD members who represent the public play a broad role in the process of determining national policy. Legislators gathered in a representative institution are seen as a miniature version of the broader society.

Figure 6
Representation



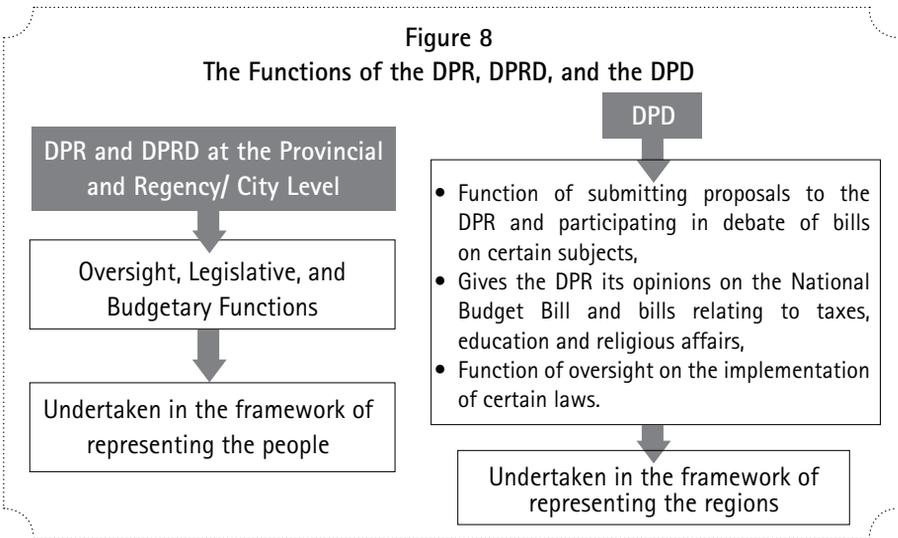
Experts differentiate between representation in presence and representation in ideas or aspirations (Jimly Asshiddiqie, 2004).

Figure 7
Representation in Presence and Representation in Ideas



However, just as in other countries, the attendance of members in meetings does not guarantee the presence of society's aspirations. These aspirations come from all elements of the society; therefore, representation in ideas becomes necessary alongside representation in presence. Constituents can also work for representation in ideas and aspirations of the people. This can be done by voicing their opinions through the mass media (print or electronic) or using other methods in keeping with tactical needs.

In Law No. 27 of 2009 on the People's Consultative Assembly (*Majelis Permusyawaratan Rakyat/MPR*), House of Representatives (*Dewan Perwakilan Rakyat/DPR*), House of Regional Representatives (*Dewan Perwakilan Daerah/DPD*), and Regional Houses of Representatives (*Dewan Perwakilan Rakyat Daerah/DPRD*) approved in the Extraordinary Plenary Session of the DPR on August 3, 2009, a determination was made regarding functions:



The difference in stated representation in executing the function of each institution, of course, does not automatically indicate that presence in the parliament building fails to represent the interests of the people in the electoral districts. There is a saying that while a DPR member represents the interests of the people who live in his or her electoral district, the DPD represents all the components in the region other than the people. This statement is obviously not correct. The DPD must play a role that has thus far not been fulfilled by the DPR, which is to build effective communication relationships directly with the public.

The tight schedule of DPR meetings means that DPR members only have limited, left-over time to meet with the public directly. Meanwhile, the people in the regions have always longed for the presence of the leaders and figures they chose in the elections, even if just for the opportunity to voice their complaints. In this position, DPD members can prove that, while "representation" is not listed in the formulation of their duties under the law, in practice DPD members are actually stronger in this area.

When it comes to legitimacy, the fact of the matter is that DPD members have been proven more legitimate than DPR members.

Table 1
The Most Votes Won by DPR and DPD Members in the 2009 Elections

DPR Member Who Won the Most Votes	DPD Member Who Won the Most Votes
Legislative candidate for East Java's 7th District	Candidate in the West Java electoral district
327.097 votes	3.031.471 votes
(This vote total was more than 300% of the quota for receiving a seat)	

This indicates that, from the perspective of votes received, the legitimacy of DPD members is often greater than that of DPR members. It can be said that member representation is more genuine when it is more progressive in promoting the interests of regional constituents. This figure also reflects the high expectations of society for improvement of regional welfare, economic development, and other issues through the representation of DPD members.

Table 2
Comparing the "Second Chamber" or "Upper House" in Other Countries

United States of America	The Senate is the Upper Chamber
A federal state with a presidential system. Since 1913, selection has been done through direct popular elections; previously selection was done through state legislatures.	<ul style="list-style-type: none"> • Membership: 100 senators (from 50 states; each state has two senators) • One third of the Senate is elected every two years, on a rotating basis



United Kingdom A kingdom in the form of a unitary state	<ul style="list-style-type: none">• The House of Lords has 1,067 members• Selected based on descent, with a lifelong term of service• The current composition of the upper house is 633 hereditary peers, 408 life peers, and 26 clergy.
Germany A state based on the parliamentary system	<ul style="list-style-type: none">• The Bundesrat (Federal Council) is the upper house, with 69 members• Chosen from and by state governments with terms of service that are not specifically set• The state governments have the constitutional authority to recall them at any time
Australia Composed of six states, namely New South Wales, Victoria, Queensland, West Australia, South Australia and Tasmania	<ul style="list-style-type: none">• The Senate has 76 members chosen directly for six-year terms• Half of the Senators are renewed every three years, except for four senators who represent the federal district, whose terms are only three years.• Each state is represented by 12 Senators with proportional representation.

DPD Member Constituent Offices in Electoral Districts

One constraint since the creation of the DPD has been that DPD members do not have a formal representative structure. This differs from DPR members, who have the vehicle of their political parties, with a leadership structure down to the village level. These conditions have a significant effect on the relationships of DPD members with their constituents in the electoral districts. This is the case even though efforts to build effective relationships with constituents are necessary for the DPD and its members. This is important for the DPD in order to establish itself and to have a concrete, clear mass support basis.

During the last term, some DPD members established "aspiration houses" or field offices in their electoral districts. This was done as an initiative whose goal was to get closer to the people and listen to constituent aspirations more intensively. However, conditions are not yet ideal. The paucity of support systems is the main obstacle. As a result, field offices only function as outposts or "post offices" that only collect citizen complaints and forward them to the DPD member, who lives in Jakarta. On the

other hand, the public comes to the “aspiration houses” mostly to put forward funding proposals or deliver invitations to attend special events.

“Aspiration houses” that were established by DPR members [sic] last term were facilitated by the Support Office for Eastern Indonesia (SOFEI), a Multi-Donor Facility that is run by the World Bank. These “aspiration houses” were established in 14 provinces in Eastern Indonesia, as well as in Nanggröe Aceh Darussalam and West Java. After the “aspiration houses” were closed, the Secretariat General of the DPD established DPD Secretariats in 21 provinces. Now, under the new Law on the MPR, DPR, DPD and DPRD, the DPD will have offices in electoral districts.

Previously, representation referred to Article 171, section (1) of the DPD Standing Orders (DPD Decision No. 29/DPD/2005); however, the enactment of Law No. 27 of 2009, which regulates representative institutions, has already added new nuances. The Law states that DPD members, in performing their duties, will be domiciled in their respective electoral districts. Moreover, the Law accommodates the presence of a DPD constituent office in each provincial capital in the electoral districts of each of the members. Thus, the DPD initiative to capture constituent aspirations, which was previously undertaken sporadically through the “aspiration houses”, can now undergo permanent standardization throughout Indonesia based on the implementation regulations of this Law.

To ensure that relationships with constituents run smoothly, there needs to be not just a physical building but also a support staff with the necessary skills. This staff will do their duty as the body’s “right hand” in the regions.

Although most members generally spend much of their time in the Parliament building, the existence of the constituent offices is a symbol of their presence in the electoral districts.

Tips for Constituent Offices:

1. Place it in a strategic location in the provincial capital of the electoral district.
2. Have a manual or standards for service.
3. Verify and confirm complaints and aspirations that are brought in.
4. Organize steps and strategies for following up on constituent aspirations.
5. Monitor every development related to issues that are brought forward by constituents, as well as those that are identified directly.



Strategic Location

An office's location strongly influences mobility and accessibility for reaching the public. Ideally, the office in the region will be located between the Governor's Office and the local DPRD building. This is to facilitate communication with the government and institutions representing the people in the district.

Manual for Service

This manual should contain standard mechanisms for serving constituents. The goal is for the members of the public who visit to be able to get information on the mechanisms for serving the aspirations that they bring forward. Constituents will easily be able to understand the work channels the DPD member can use in responding to their complaint once it has been received.

If it is a joint office operated together with other DPD members, agree on a schedule for when to receive constituents, and publicize the schedule together. Obviously, constituents will deal more often with the support staff in the constituent office, but meetings with the DPD Members themselves will be far more appreciated.

Verification and Confirmation of Complaints and Aspirations

The various complaints and aspirations that are brought forward or that are identified directly should first undergo verification and confirmation. This can be done through study and analysis by the support staff assigned to the constituent office. This is so that in responding to aspirations, DPD members will have valid, comprehensive information about the issues that they will promote.

Organizing Steps and Strategies for Following-Up on Constituent Aspirations

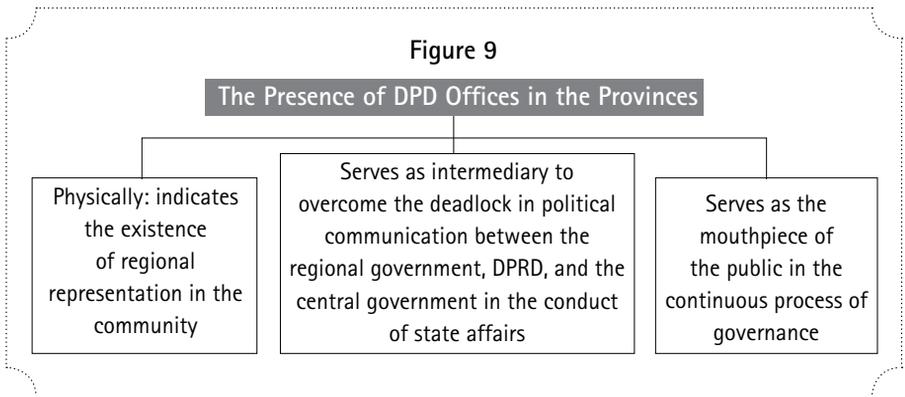
DPD members can determine whether to follow up on aspirations directly by contacting the parties involved or whether to forward the concern to the bodies of the DPD.

Through permanent internal institutions for DPD members and the organization of concrete working mechanisms in the DPD Standing Orders, the DPD will make the capture and follow-up of constituent aspirations more effective. Naturally, this must also be in line with the division of labor among the various bodies of the DPD. These institutional structures are important for unifying the steps that each member takes to promote regional aspirations. The application of standard mechanisms helps to realize the meaning and goal of establishing the DPD as the representative of the regions.

Monitor the Development of Issues

Organize steps to monitor and follow-up on every development. Additionally, inform constituents broadly through the media available with regard to the developments of the issues and the steps already taken.

The establishment of DPD offices in the regions, which has already been arranged formally under the Law, will of course further strengthen the collaborative relationship between the DPD, DPRD and the provincial and regency/city governments, and all the way down to the general public in the regions.



Maximizing Performance with Limited Authority

However, with regard to its legislative power, the role of the DPD in connection with certain bills cannot truly be called a legislative function. The DPD only functions in a limited capacity to give advice, views or opinions, as well as to perform non-binding oversight.

The DPD is often described as less than a full legislative body.
It exists to support the functions of the DPR.

The design of the constitution of Indonesia actually gives limited authority to the DPD. Before constitutional amendments were made, it was clear that the available constitutional authority had to be employed by maximizing efforts to promote regional aspirations in the context of drafting national policy. For that reason, constructive

innovations in the politics of state organization were undertaken, expressly to create a convention of state structure. This was done to enhance the credibility of the DPD in the public's eyes. For example, one action was inviting the President to give a state speech to the Plenary Session of the DPD, something that has been done even up to now.

This kind of political innovation is urgently needed, bearing in mind that this political institution is still so young. Because of this, such conventions of state structure can be a way to upgrade the role of the DPD. This is done in addition to waiting on formal amendments in the future.

As stated by K.C. Wheare, most fundamental changes to the implementation of the constitution occur without changing the provisions set forth in the constitution (i.e., through formal amendments), but rather through normalizing habits or conventions (K.C. Wheare, 1975). Thus, what becomes routine in state affairs on the national level does not hinge solely on what is written in the constitution, as long as no provisions of that basic law are violated.

However, one thing must be noted: these conventions in state affairs require political support from other power-holders. The President's annual State Speech to the Plenary Session of the DPD can only become a convention of state affairs when the head of state does this activity repeatedly. As a result, this will be dutifully followed by his successors.

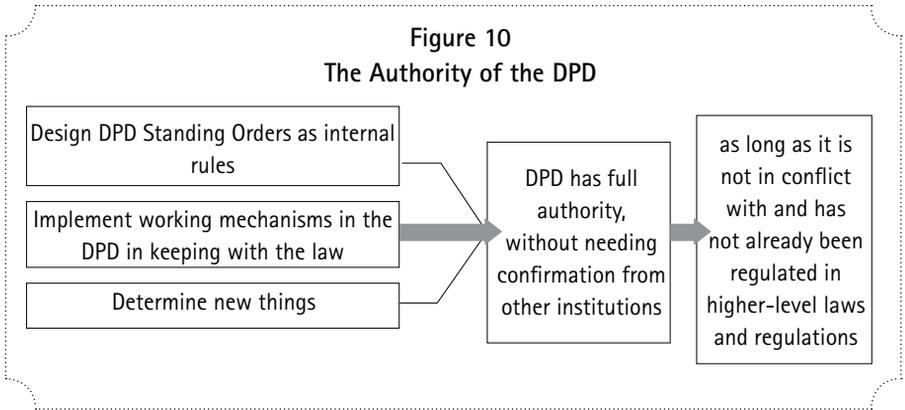
Complex state governance can only be run smoothly under the influence of public opinion.

The fear that going against convention will provoke a public reaction such as a loss of public support is one of the main factors that protect such conventions in state affairs. However, before the various innovations that are undertaken become habits that will be continued in the future, the current DPD needs to be proactive in building collaborative relationships with other state institutions. This is important as a balance of political power at the central regional levels as well as to enhance its image in the eyes of the public.

Its role can also be optimized through the formulation of laws and regulations. Many things related to constituent relations in the regions still need further regulation in the Laws. The relationships between DPD members and the regional governments and DPRD in their electoral districts, for example, need codification. This is to give a

justification for the creation of state structure mechanisms in the regions as stipulated in the Law on Local Governance.

Even the internal mechanisms of the DPD need to be reformulated. Besides efforts to realize an optimization of its role, this is also needed in order to bring its internal regulations into line with Law No. 27 of 2009 on the MPR, DPR, DPD and DPRD (which was passed by the DPR this past August).



The standardization of services and means of communication with constituents as well as mechanisms for advocating society's complaints can very easily be stipulated in detail. Thus, a standardized mechanism will be established for ways of promoting and channeling coordination among members in responding to constituent aspirations. When that standard procedure is followed and implemented by the majority of DPD members, the image and credibility of the institution will improve.

CHAPTER II

Constituent Relations

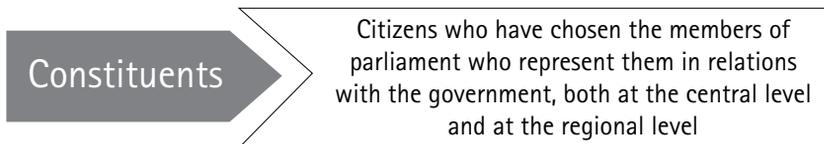
As more and more elections are held in this country, there are general indications that some Representatives are only serious about engaging in political communication with their constituents when elections are approaching. Then, after they are elected, they are all busy promoting their political careers. This phenomenon occurs because of the minimal political communication done by the people's representatives when they are in office. During the campaign, a legislative candidate will collect support by going door-to-door to citizens' houses, even to the most decrepit residential areas. But ironically, once they are serving, there is almost no force that can make them meet with their constituency so intensely.

Up until now there have actually been no special rules on patterns of relationships that systematically provide an overview of the relationship between DPD members and their constituents. The practices that have appeared in the field so far are only conditional, depending on the individual members themselves. There are no clear standards to be followed jointly by state officials.

The Meaning of Constituent Relations

Constituent relations, at their core, are part of the social services that the state should organize.

Figure 11
Constituents





Thus, each citizen has high hopes for having a relationship with their representatives in parliament. This is not only to promote their interests and forward their complaints about the running of the government, but, more than that, to solve the problems that they are facing.

The practice of constituent relations includes various communication activities with constituents. This begins with understanding various complaints and aspirations, as well as working as well as possible to provide alternative solutions to the issues that they are facing.

Methods that can be used in building relationships with constituents:

- Start by opening constituent services in the electoral district.
- Stage public consultation forums.
- Publish a bulletin or newsletter.
- Organize press conferences.
- Visit centers of daily social activities, such as markets, schools, hospitals, etc., in person.

Public Consultation

Since the reformation process, public consultation forums and public hearings have become more common in the public mind. Several groups, such as universities and community organizations, are becoming increasingly active, especially in building participatory processes in setting policies and formulation/ compilation of regulations that will, of course, have a direct impact on every citizen.

At first, the term "public consultation" was more often connected with activities from the executive branch, while the term "public hearings" was usually used for the legislative branch for the process that they would conduct at the Parliament building to receive the public's aspirations and listen to their complaints directly. Actually, though, the legislative branch can also hold public consultations in the regions to receive input regarding draft regulations that are being debated. Public consultations are used to involve citizens in the formulation of certain policies or regulations, so as to build a participatory process for drafting policy.

Why is Constituent Relations Important?

As noted above, representative democracy provides no guarantee that the wishes of the voters will continually be in line with their representatives in parliament, from the election period until the end of the representatives' term of office.

Because of this, relationships between constituents and Members of Parliament are very important to ensure that the electoral district's people will receive effective representation in ideas.

The goal is that the people's mandate that has been given can constantly be monitored by the constituents throughout the term of office of the representative institution.

Building effective constituent relations will mean that every act of the DPD will receive social support. The presence of a DPD office in every province in the future will make it even more possible to build close relationships between members and society more broadly. In a larger context, DPD members and their institution will become better known.

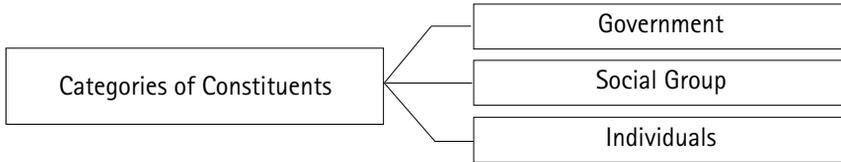
Effective constituent relations will tear down the boundaries of elitism in social groups, such that the level of public trust increases. When DPD members can optimally serve as the liaison between the public and the government, then the people's social control over all policy-making processes can be protected through peaceful means.

DPD members can be the liaison between constituents and community groups and the government, both in each process of deciding policy and in the implementation of those policies.

Members' Constituents

Constituents are every citizen that lives in the representative's electoral district, even if they are not among the social groups or individuals who voted for them during the legislative elections.

Figure 12
Categories of DPD Members' Constituents



The three categories of constituents above will sometimes have the same opinion about an issue that is developing; however, on other issues they will differ.

From another perspective, when the DPD member is tasked to debate a certain bill, community groups or government institutions that are connected with the regulations of the bill can also be called constituents. Indeed, even a factory could become a constituent. As a place where thousands of workers, businessmen, and other parties gather, which has an interest in continuing the economic work of society, it can also represent constituents. They also hope for a friendly role on the part of the DPD member.

Thus, the understanding of "constituent" can vary widely, especially in relation to the execution of the duties and authority of the DPD as a state institution.

Establishing Relationships with Government Institutions and Other Bodies

It is fair to say that institutional relationships between the DPD and other institutions of the state are not yet optimal. At the local level, even the relationships between DPD members and the local governments in their individual electoral districts vary widely, depending upon the personal relationships between the individuals involved.

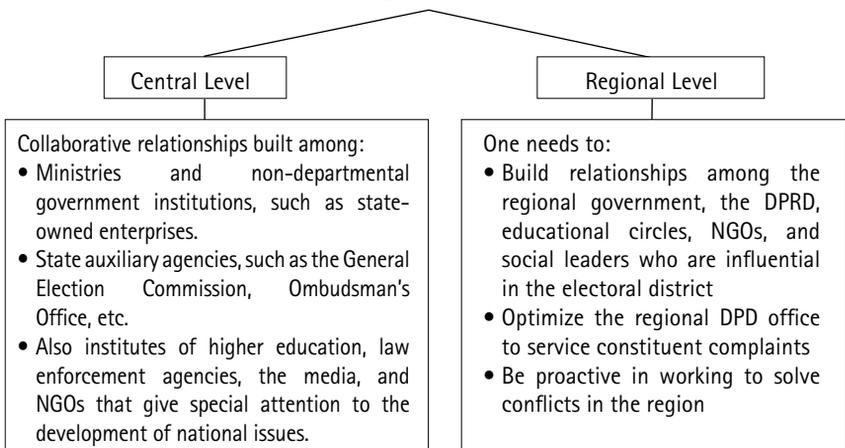
The lack of standardization through laws and regulations is the primary reason why letters sent by DPD members receive no response whatsoever from certain regional governments. Until now, coordination relationships between the DPD, DPRD and the regional governments, both at the provincial level and at the regency/ city level, still have no clear, formal organization.

DPD members can build warm personal relationships with government officials at both the central and regional levels. This can be done by working to formulate regulations that can tie together institutional relationships in a formal way. However, without explicit rules, it is difficult to expect compliance from the other institutions. But the most important point is that the purpose of the DPD members' existence is to carry out the people's mandate in each province of Indonesia, and also, in performing their function of representing the regions, to improve the public's welfare, equalize development in the regions, and guard the harmonious relationship between the center and the regions in the context of the Unitary State of the Republic of Indonesia (NKRI).

To this end, in developing a network with governmental institutions and other related parties, one must optimize the use of support staff. Staff are assigned to build direct communication with institutions of governance in the regions, with society, and with the media. One must ensure the availability of a database of regional government employees, social leaders, NGOs, institutes of higher education, and the media, to facilitate communicating with them at all times.

Networks with government institutions and related parties need to be built to facilitate fulfilling one's duty by following up on constituent complaints. Networking can be divided into two sections: the central government level and the regional level.

Figure 13
Networking by DPD Members



At the central level, specifically, it is essential to build synergetic relationships from the beginning of one's term of office with various circles in the technical departments in order to follow up on constituent issues.

For example, collaborative relationships with the Ministry of Home Affairs and the State Ministry for the Use of State Apparatus are important for building synergy in steps toward realizing decentralization/ regional autonomy and improving regional bureaucracy.

However, many matters related to constituent relations in the regions need further regulation under the Law. The relationship between DPD members and the regional government and the DPRD in their electoral districts naturally needs a "legal umbrella" that will provide justification for the creation of relationships between institutions and mechanisms of state structure in the regions as stipulated in the Law on Regional Governance. To do this, the DPD needs to be proactive in forging these institutional relationships right now. One way to do this is building collaborative relationships with other state institutions, including regional governments and DPRDs to balance the political power of the center as well as improving their image in the eyes of the public.

The absence of regulations on formal institutional relationships between DPD members in the provinces and the local regional governments and DPRD can, for the moment, be tackled by building trust through written agreements. DPD Members can initiate a memorandum of understanding between the regional government, the DPRD and all the members of the DPD that come from that same electoral district. Of course, the terms of this agreement need to be discussed in detail together.

**Memorandum of Understanding
Between DPD Members, the Provincial Governor and the Chairperson
of the Provincial DPRD**

On this day, *date, month, year*, in this place, *place*, we have reached an agreement between DPD members, the Provincial Governor and the Chairperson of the Provincial DPRD to build synergetic relationships within the framework of promoting this province's interests. For this purpose, we the undersigned have a shared commitment to put forward all effort to:

1. Build synergy and cooperation between all parties to make society prosperous and to advance the province.
2. Make the role of the DPD effective as a mediator and negotiator that can bridge the interests of the province with the interests of the central government in the creation of long-term development plans, medium-term development plans and strategic plans with an emphasis on improving the welfare of the province's people.
3. Build more effective collaborative relationships between the DPD, the regional government and the DPRD by establishing clear institutional mechanisms.
4. Include DPD members in official forums of the regional government and the DPRD that discuss societal issues in the region, such as the Plenary Sessions of the DPRD.
5. Bring about success in structured efforts to combat corrupt administration in government, and fully support the processes of law enforcement in this area.
6. Promote wider public awareness and understanding to support increasing the authority of the DPD to empower its role and performance as a regional representative institution.
7. Support and facilitate the work of the DPD in fulfilling its duty and authority in the province.
8. Build relationships and establish mutual trust by periodically holding "meet the constituents" forums as a vehicle to capture societal aspirations.

In witness whereof this memorandum of understanding is produced. Further matters that are required to ensure the success of the points in this understanding will be stipulated separately and shall constitute an inseparable part of this Memorandum of Understanding.

(place), (date-month-year)

Chairperson of Provincial DPRD
(Full Name)

Provincial Governor
(Full Name)

DPD Member
(Full Name)

DPD Member
(Full Name)

DPD Member
(Full Name)

DPD Member
(Full Name)



Establishing a Standard for Constituent Services

A minimum standard for constituent services must be set, both at the DPD Building in Jakarta and in the constituent offices in each province. To this end, DPD members must determine standard mechanisms - mechanisms that set out how to develop, publicize, and monitor standards for constituent services in each province.

Service standards here mean not just speed in responding to constituent complaints, but also providing high-quality service in responding to various societal issues.

DPD members must also ensure that there are mechanisms for standards of constituent services in the constituent offices. These mechanisms need to be supported by effective work by support staff.

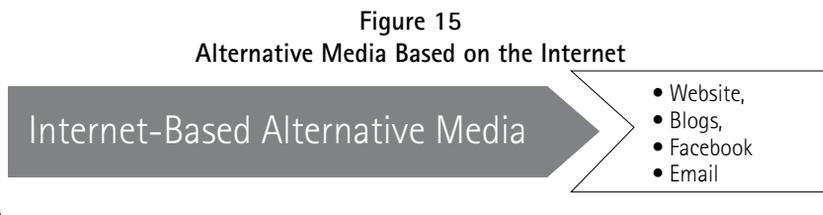
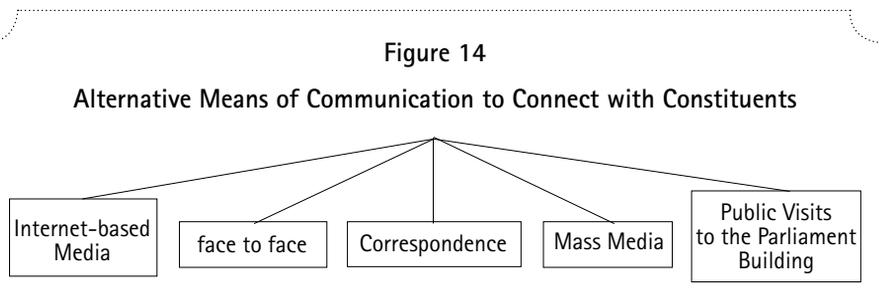
Things that a support system needs to pay attention to in ensuring that standards for constituent services run well include the following:

- Formulate and publicize a declaration of services that clarifies standard procedures for constituent services so that it can be easily accessed by the public. This declaration is intended as a written commitment on what will be offered in constituent services. This declaration is a guarantee that the services provided will be in line with standards established as service quality standards that fulfill the demands of constituent needs and satisfaction.
- Provide special training for support staff regarding techniques for servicing complaints and to build their ability to verify and confirm social issues that are brought forward by constituents.
- Prepare a comfortable and sufficiently large waiting room.
- Listen to and note down each constituent complaint, and identify in detail the things that are the gist of the issue, as well as governmental institutions and other parties that are connected with the issue.
- Frequently refine the service standards to ensure that more realistic service can be provided.
- Verify and confirm complaints that are received with other competent parties. In this stage, DPD members must ensure that the concerns that are brought forward are valid and not baseless.

- Report progress on the societal complaints that are brought in, whether in person in meetings or audiences, or through letters, email, or by telephone.
- Prepare an adequate complaint mechanism that constituents can access easily. This can be done, for example, by establishing a window to receive complaints about service standards, at an easily accessible location. By providing this facility, it is hoped that complaints or suggestions can immediately be received and followed up.

Communication with Constituents

Communication with constituents is the key to public relations.



Internet-based media can be used for modern segments of society that are familiar with information technology. According to www.internetworldstats.com, Internet usage in Indonesia is among the highest in ASEAN, and even among the five top-rated in Asia. Websites, in particular, can publicize the various activities of DPD members in promoting constituent aspirations. DPD members can assign support staff specifically to manage all of the DPD member's statements in this digital world. They can even engage in interactive communication in real time.

In addition, DPD members themselves must also master at least the most basic IT skills. And it is hoped that they can operate and utilize various internet tools such as websites, Blogspot, Facebook, and email, to support the optimal performance of their duties.

The rapid developments in information technology are making it ever easier to contact constituents en masse, individually, or through a combination of these two options. Activities undertaken for the interests of the constituents can easily and quickly be publicized on the internet. More than that, it makes it much easier for media who want to access what the DPD member has been doing, so that they can later publicize it again through the news they broadcast by quoting statements written on the DPD member's website.

The gist of it is, DPD members can put up whatever they want to enrich the quality of their communication with constituents. The website made by Dick Durbin, a US Senator from the state of Illinois, can serve as a model. Looking at his website, as shown below (<http://durbin.senate.gov/guidelines.cfm>), we can see, among other things, how Durbin invites the

UNITED STATES SENATOR
DICK DURBIN
Illinois
ASSISTANT MAJORITY LEADER

ABOUT DICK DURBIN | ISSUES & PUBLIC POLICY | NEWS & MULTIMEDIA | SERVICES & PROGRAMS | ILLINOIS INFO CENTER

CONTACT DICK DURBIN
IN YOUR COMMUNITY
TODAY ON THE SENATE FLOOR
ILLINOIS PROJECTS
ILLINOIS HEALTH CARE STORIES
LEGISLATIVE AGENDA

CASEWORK GUIDELINES

If you have been unable to resolve an issue with a federal agency, you may contact the Senator either by telephone, by mail, or by filling out an online form requesting assistance. All requests for assistance must be in writing.

Please note that any request for assistance must be accompanied by a signed Constituent Services/Privacy Act Release Form that you may submit by fax or mail. Your request will be handled by Sen. Durbin's staff in his Illinois offices and they will do their utmost to preserve and protect your privacy.

Should you send a request for assistance to the Senator's Washington, DC office, the response time will be delayed as that request must then be forwarded to the appropriate state office.

A member of the Senator's staff will review your correspondence and contact the appropriate federal agency or office on your behalf. Agency requirements and response times vary greatly. The average response time to a congressional inquiry is 30 to 60 days.

Senate rules prevent Sen. Durbin from intervening in the proceedings of any court of law (including appeal proceedings), since these are activities of the judicial branch of government. He can, however, ascertain the status of an appeal and ask to be notified when a final decision has been made.

Although a United States Senator does have authority in legislative matters, the power to change decisions made by a government agency lies within the executive branch of government. A Senator can ask that an agency review decisions already made. A Senator can also inquire about the status of a decision, and can facilitate the processes involved.

Sen. Durbin is also concerned about how federal laws affect your lives. Correspondence regarding legislation and legislative matters should be sent to his Washington, DC office.

Constituent Casework Contact Center

DURBIN'S PODCAST
Senator Durbin discussed the recent Medicare legislation that prevents a 10% cut in payments to doctors and the President's threatened veto.
LISTEN TO PODCAST
SUBSCRIBE TO ITUNES

RECENT A-V CLIPS
Extending Unemployment Benefits
LISTEN WATCH
Meeting with Attorney General on Youth Violence
LISTEN WATCH
Preventing Youth Violence
LISTEN WATCH
More >>>

SEARCH

WASHINGTON, D.C.
309 Hart Senate Bldg.
Washington, DC 20510
9 am to 6 pm
(202) 224-2152 - ph
(202) 228-0400 - fx

CHICAGO
230 S Dearborn St.
Suite 3892
Chicago, IL 60604
9:30 am to 5 pm
(312) 353-4953 - ph
(312) 353-0150 - fx

SPRINGFIELD
525 South 8th St.
Springfield, IL 62703
9:30 am to 5 pm
(217) 492-4062 - ph
(217) 492-4382 - fx

MARION
701 N. Court St.
Marion, IL 62959
8:30 am to 5 pm
(618) 999-8932 - ph
(618) 997-0178 - fx

ILLINOIS SENATE

public to submit their complaints to him whenever they are unable to solve their problems in dealings with the federal government. This section also provides the public with information on the service standards they will receive when contacting the Senator.

Direct, Face-to-Face Meetings

From all the options that can be employed for communicating with constituents, face-to-face or direct meetings are the most measurable and effective opportunity for hearing constituent aspirations directly. Through direct communication, DPD members can better understand the dynamics and psychological aspects of constituents directly, as these aspects can be seen through their expressions during communication and dialogue.

Direct, face-to-face meetings can be done in public consultations, working meetings, "meet the constituents" forums, and other similar venues. You can do these activities yourselves, with the other three members from the same province, or together with other members in the DPD Bodies.

Direct, face-to-face meetings can also be held in an egalitarian fashion, for example by performing your daily activities while mixing with the public in coffee shops and discussing problems facing society. In this way, the public will not feel that there is a barrier of protocol between the DPD member and the middle or lower classes.

Correspondence

Generally, the public uses letters mostly when they must convey their complaints or aspirations in a formal way. The P.O. Box managed by the Secretary General can also be used to service public complaints in a centralized fashion. These complaints are later distributed to all the members in keeping with their individual provinces. Ideally, each letter that comes in and is addressed to you should receive a proper response. After all, responding to constituents' letters will enhance your image in the eyes of the community.

Mass Media

This is the one medium that constitutes the most effective means of stating your commitment and stance on specific issues that receive public attention. Besides the comments of the reporter conducting the interview, you can directly state your position on the specific case. DPD members can also be proactive by inviting the media to publicize

their ideas and criticisms on certain policies. To this end, it is very important to build healthy relationships and maintain continuous communication with TV stations, radio stations, and other mass media. This is because the various things that a DPD member says, including the DPD member's expressions, will be clearly caught by the public.

Personal visits to the editorial offices of the media, especially in the district, are extremely useful. The goal is to create warmer relationships and publicize the DPD member's work agenda in connection with the issues that he or she is working on. Through dialogue during visits, the DPD member can benefit directly by uncovering information that was not reported behind the events or issues that capture the public's attention.

Visits by the Public to the Parliament Building

Parliaments in other countries commonly do this to introduce the work of parliament to their citizens. Besides tourist visits, which can be done by any member of the public on their own schedule, special programs such as authorizing school children to perform simulations of DPD meetings can also bring parliament as an institution closer to society.

Besides formal mechanisms that are provided institutionally by utilizing the DPD support system, a DPD member should consider the following things to ensure that communication between the DPD member and constituents is strong:

1. **Public consultations or direct, face-to-face meetings.** When doing these, the DPD member must pay careful attention to each complaint. In fact, before meeting with constituents, it is best to set aside a special time beforehand to delve into the issues that will be discussed. Effective public consultations will result in valuable input for DPD members in fulfilling the representative role that they play. This is important so that you are not abandoned by your constituents. For that reason, DPD members must be able to listen to and understand aspirations from below and process them into positive energy to exercise oversight and counterbalance in the implementation of governance.
2. **DPD members must also master the methods of communication through various types of mass media.** Of course, communication through electronic media such as television and radio differs from communication in newspapers and magazines, and differs again from the internet. Equally important is communication with research, polling and survey media.



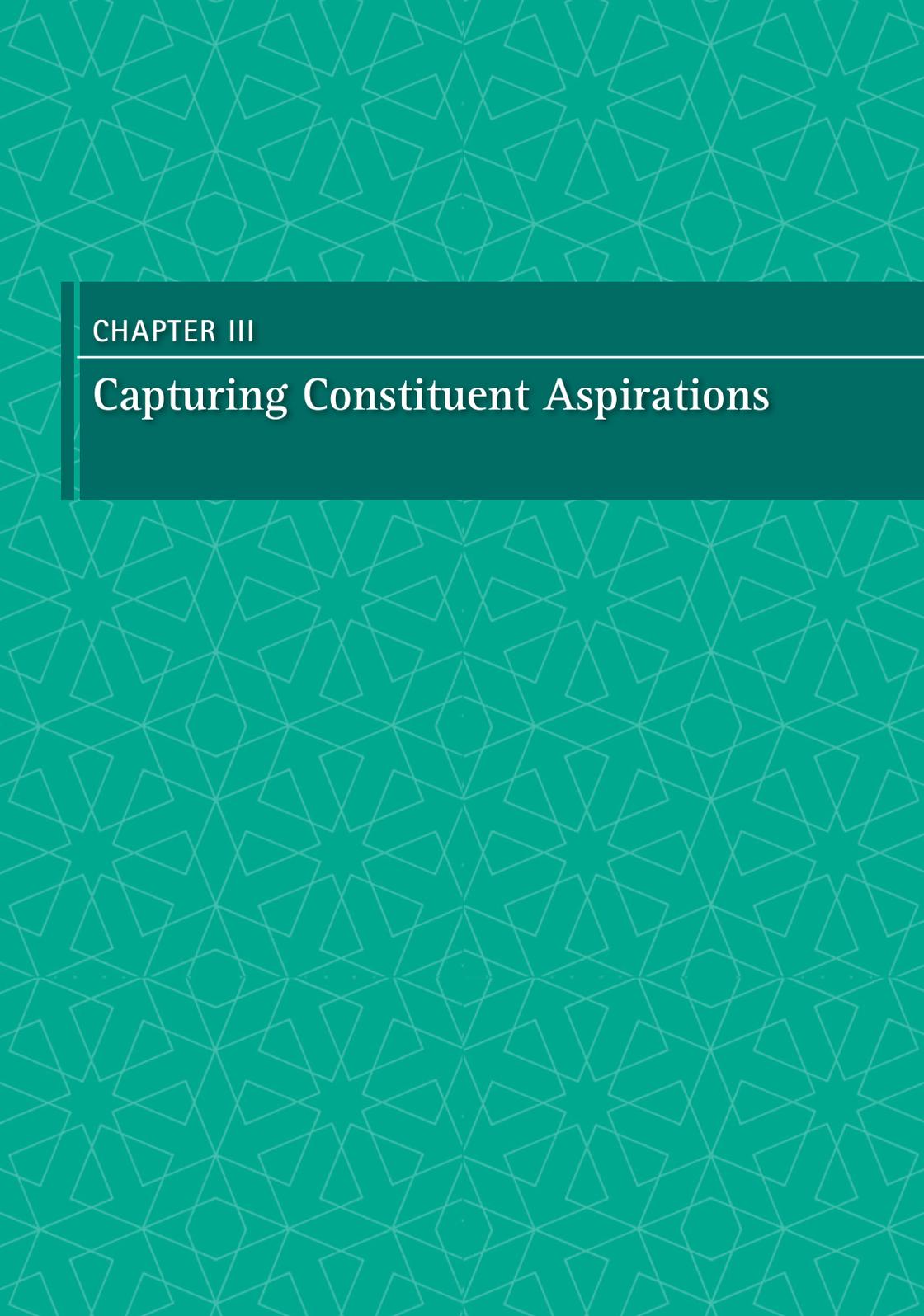
3. **DPD members must communicate intensively through organizations that function as mediators.** For example, with institutes of higher learning, labor unions, farmers' unions and fishermen's unions, student and youth organizations, and other similar groups that will publicize the DPD member's thinking more broadly to the public.
4. **DPD members must quickly respond to regional and national issues that are developing and capturing public attention.** Constituents will only notice the DPD member's existence when the media disseminate the member's political stance and views more broadly. Without having to wait for reporters to ask for comments, get used to holding press conferences and publicizing position statements to address hot issues in the news.
5. **DPD members must be oriented towards the grassroots, where smart, innovative ideas for improving the nation should be more dominant, rather than political maneuvers that are only oriented toward momentary political gain.** DPD members must understand what society wants and needs. This is important to be used later as a basis for following up on societal aspirations.
6. **Building network is the best bridge to build communication with the public in general and with voters specifically.** Networking is also useful for intensifying relationships with society by sector and especially with voters. Besides using this as a filter, it can be used for various sectoral issues.
7. **Design methods for communication relationships between the field office in the region and the support system provided in the DPD building to ensure that the flow of communication is systematically maintained.** The support system provided in the secretariat's office in the electoral district can be optimized as a communication bridge to maintain continuous relations with the community, and especially with voters. The secretariat serves not only the voters, but also the entire community in the electoral district. Thus, constituents' complaints can be properly accommodated through the constituent office, without them having to be physically present in Jakarta.
8. **Communicate with constituents not only when an election is coming up, but rather continually, systematically, and constantly.** In this way, the pace of work will not shoot up all at once suddenly, and resources, such as staff and financial resources, can be used more efficiently. By using this pattern of communication, constituents will more easily understand their DPD members.

Software Programs for Tracking Constituent Aspirations

In several countries, Representatives are accustomed to recording the public's complaints and aspirations manually. Later they organize their work agenda to follow up on the complaints that they received. In line with developments in information technology, a computer program is now available that is designed specifically to track constituent aspirations that come in, whether on line, by mail, or even in person.

This program can facilitate the work of Representatives and their staff to constantly monitor developments in aspirations, starting from the date and agenda of the meeting, the specific issue that was raised, the steps that have been taken, and the resolution produced from the follow-up on the public's complaints and requests.

Use of this special software is blossoming not just in developed countries; it is also quite popular in developing countries. In Bosnia, this program has been developed in three languages and used in twenty constituent offices under the name Bosnia Casework Tracking Database. Meanwhile, in Chile, a similar program is used to ensure good relations between legislators and their constituents. The Center for Legislative Studies and Assistance in Chile has developed a constituent software program since the early 1990s to help Chilean legislators and their support staff to correspond with their constituents.



CHAPTER III

Capturing Constituent Aspirations

The public truly places special hopes in the DPD to represent regional interests. They hope the DPD will work for increased prosperity and equality in the regions. Although there are constitutional limitations on the DPD's duties and authority, establishing DPD offices in the regions will strengthen the channels of communication, especially communication between communities in the regions and their representatives who can influence national policy.

Ideally, the aspirations and wishes of the community should not only be conveyed directly by constituents in the regions through audiences with their representatives or through demonstrations; rather, the representatives must make active efforts to gather and capture these aspirations. On this point, the Law requires each DPD member to accommodate and follow up on the public's aspirations and concerns.

In this handbook, we use the phrase "capturing aspirations" to represent several processes and methods of absorbing, gathering and accommodating aspirations, both those brought forward by the public and those that the DPD members discover themselves through various media. To this end, DPD members are expected to play an active role and employ creativity in using these methods – whichever methods they find most effective to capture constituent aspirations.

Besides the regulations that mandate DPD members to receive and follow up on society's and the regions' aspirations, the manifestation of institutionalization of regional representation that has been realized since the constitutional reforms provides evidence of the scope of the people's expectations. The people, in every corner of the country, hope for processes of state operations that will make the people who live in the regions more prosperous.

Rules on the Process of Capturing Society's Aspirations

In the current Standing Orders of the House of Regional Representatives of the Republic of Indonesia (DPD-RI) established through DPD Resolution No. 29/DPD/2005, the regulations that organize the process of collecting society's aspirations are placed in a separate chapter. Some of these regulations are formulated in Chapter XX on The Aspirations of Society and the Regions, as follows:

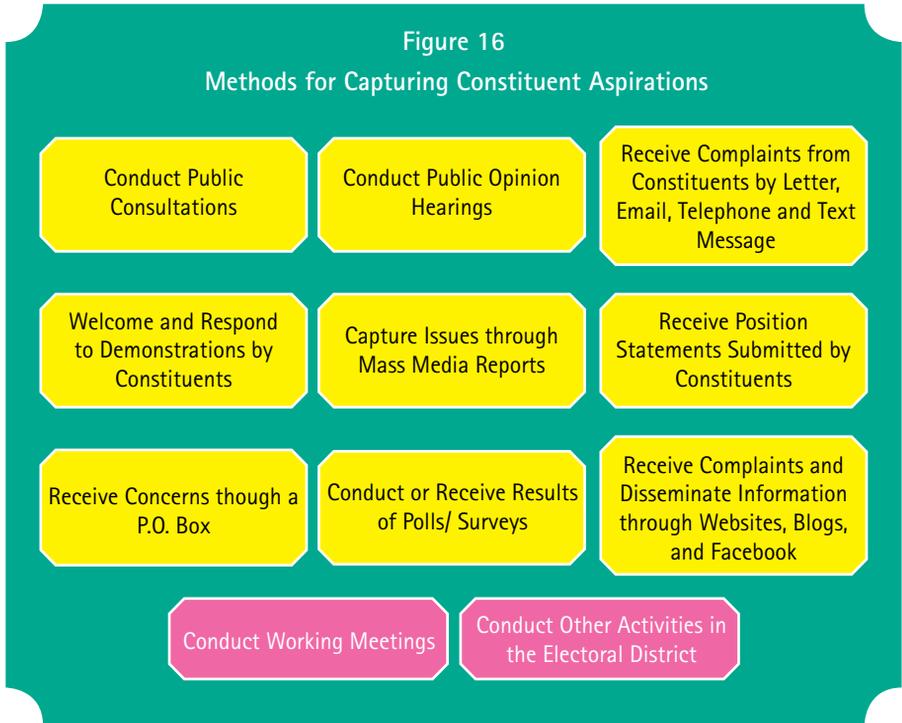
Article 126

- (1) Members will take on, collect, receive, and follow up on the aspirations of society and the regions in accordance with the scope of duties and authority of the DPD.
- (2) Other than through Meetings to Hear Public Opinion, as set forth in Article 39 section (5) letter b, and through working meetings as set forth in Article 39 section (5) letter c, Members will receive the submission of aspirations of society and the regions when they are performing their activities in the regions that they represent.
- (3) Members will follow up on the aspirations of society and the regions by complying with the regulations set forth in Article 39, section (5).

Article 127

- (1) The leadership of the DPD will receive aspirations of society and the regions and channel them to the organs of the DPD in keeping with their scope of duties and authority, facilitated by the Secretariat General.
- (2) When Members are conducting working meetings and activities in the regions that they represent, the Secretariat General will coordinate with the Regional Secretariat and the Secretariat of the DPRD to receive aspirations of society and the regions and channel them to the Members.
- (3) Further regulations on the technical submission of the aspirations of society and the regions will be set further by the Secretariat General.

The limits to the DPD's authority have not in fact diminished society's hopes for improved performance from their directly-elected representatives. For this reason, DPD members can do several things to perform the process of capturing constituent aspirations.



The process of collecting aspirations, specifically as done through direct, face-to-face meetings with constituents, requires personal preparation. At the very least, the DPD member needs to master the latest developments in the issues that will be discussed with the constituents, together with the relevant regulations and policies and the government's work agenda. This is so that the larger context of the issues that the community wants to discuss and to fight for will be clear from the start. This is important as a stock of information so that the Member can provide direct feedback during the dialogue. This makes the work of capturing aspirations proceed more effectively and efficiently.

To ensure that the process of capturing constituent aspirations proceeds smoothly, DPD members should at least be sure of the following matters:

1. Build cooperation and partnership with the Governor, Regents/ Mayors, and their deputies, members of the provincial DPRD and regency/ city DPRD in the electoral district.
2. Be sure to attend the Plenary Session of the Provincial DPRD. Follow the process of the debates that take place if a crucial issue is being debated at the time. Besides being useful to create emotional relationships with constituents, one's presence at Plenary Sessions conducted by the provincial or even the regency/ city DPRD can enhance one's existence and credibility in the eyes of the regional government and the public.
3. Establish cooperation with non-partisan local counterparts, such as institutes of higher education, in order to facilitate meetings with the community that cannot be conducted through the local government. The role of a competent local counterpart that has a broad network with many social groups can facilitate a DPD member in reaching as many elements of society that live in the electoral district as possible.
4. Make optimum use of the support systems provided at the DPD Office in Jakarta and in the region to collect and process constituent aspirations and complaints.

Online Form for the Aspirations of Society and the Regions

The DPD-RI now has an online system to collect aspirations. Members of the public can submit their aspirations by logging on to <http://www.dpd.go.id/aspirasi.php>. Public complaints that are received will be sorted by the support system under the coordination of the Secretariat General, based on the organs in the working committees in keeping with the sectors that each DPD body handles.

In this "Form for the Aspirations of Society and the Regions," constituents can also choose where or to members of which region to send their aspirations. Members of the public can also opt to send their aspirations to all DPD members, whatever electoral district they are from.

Unfortunately, besides being under-utilized by the public, this mechanism for channeling aspirations is not yet optimally run by the Secretariat General. Because of this, DPD members should urge the Secretariat General to perfect the constituent services systems in the DPD, including by fixing this online system. In addition, DPD members can also publicize the system to their constituents and urge them to use it to its best potential, so that the submission of aspirations can be more effective.

Figure 17 Online Form for the Aspirations of Society and the Regions

Form | Aspirasi Masyarakat & Daerah

Isilah form dibawah ini. Field dengan tanda * harus anda isi.

Data Pengirim Aspirasi

Nama *

Email *

Bidang Pekerjaan * **Instansi Pemerintah**

Instansi *

Detail Aspirasi

Kategori Aspirasi (bidang aspirasi yang dituju berkaitan dengan alat kelengkapan) *

- Panitia Ad Hoc I
Otonomi Daerah, Hubungan Pusat dan Daerah, Pembentukan, dan Penggabungan Daerah.
- Panitia Ad Hoc II
Pengelolaan Sumber Daya Alam dan Sumber Daya Ekonomi lainnya
- Panitia Ad Hoc III
Pendidikan dan Agama.
- Panitia Ad Hoc IV
RAPBN, Perimbangan Keuangan Pusat dan Daerah, Pertimbangan Hasil Pemeriksaan Keuangan Negara dan Anggota BPK, serta Pajak.

Propinsi yang dituju (Anda bisa memilih lebih dari satu propinsi)

- Bali
- Bangka Belitung
- Banten
- Bengkulu
- DKI Jakarta
- Gorontalo
- Jambi
- Jawa Barat
- Jawa Tengah
- Jawa Timur

[Select All](#) | [Unselect All](#)

Judul Aspirasi *

Isi Aspirasi *

Enter the full name of the constituent

Enter the constituent's email

Enter the option that describes the constituent's work

Enter the name of the institution where the constituent works

In this column, the constituent can choose which group to send this to from among the DPD's organs

Enter which province the constituent would like this to go to. The constituent can also choose to have all provinces receive this aspiration.

Enter the title of the aspiration that the constituent is submitting

In this column, constituents can write out the gist of their issues and aspirations to submit to the DPD member.

Make sure that the constituents click this button to submit this aspiration form.

How to Optimize Support Systems

The performance of DPD members in fulfilling their representative function depends greatly on the role of an effective support system. The support system is all the employees, both Civil Servants and temporary employees, gathered under the coordination of the Secretariat General to support the execution of the constitutional duties and authority of the DPD. The availability of a reliable support system is very important to support service standards. Several important things to remember to ensure that the support process runs smoothly are:

- The law already accommodates the presence of a group of specialists or team of experts who can help with your duties as a DPD member. The support staff that a DPD member needs will at least be able to support in several areas: First, in the function of formulating, deliberating and reviewing legislation; second, in helping the DPD member connect with constituents and the media, as well as facilitating the DPD member's relationships with counterparts in the center and the regions; and third, in helping manage daily secretarial needs. So at the very least, these three support staff must be made available when one is performing one's duties during sessions in Jakarta, as well as when making visits in the regions.

Because of rapid developments in information technology, having support staff who understand and have mastered IT has become a must. This need is almost as important as having support staff with good writing ability to support smooth execution of one's duties. When possible, besides the three support staff noted above, additional support staff who have mastered IT and have the ability to write well will make a member's efforts more optimal.

- DPD members can give certain duties to their support staff. This is true both for staff in the DPD office in Jakarta and in the regions, to give easy access to constituents. However, a DPD member's time is very limited. Delegation of certain tasks to expert staff will vastly improve the DPD member's role of representing the interests of the people in his or her region. For this reason, the DPD member must make good use of expert staff, both those assigned directly to the member and those expert staff who are assigned to the organs of the DPD.
- Relationships with the media must always be intensively nurtured and developed. Because, no matter what, your image in the eyes of the public will very much depend on what the media say about you. DPD members can empower their support system to ensure that these relationships are well-guarded, so that whenever you need the



media's help in advocating for constituent interests, there will be no serious obstacles because the press corps already know you well. More than that, the credibility built starting from the election period will further enhance the media's trust that what you say truly derives from a sincere intention to defend the people's interests.

- Make the best possible use of facilities and means of communicating with constituents. Then, advocate for policies related to regional interests, and ask support staff to prepare speech drafts for certain events.

Building Partnership among Members from the Same Province

Collaborative relationships between members who come from the same province are very important. The purpose is to coordinate strategic options to advocate for the constituents' interests. To this end, DPD members must set up agreements with their colleagues to coordinate their activities, insofar as possible. This is especially true in promoting constituent aspirations both in sessions in Jakarta and when performing activities and holding meetings in the regions.

The coordination among members who come from the same province can be considered equivalent to the function of the parliamentary party groups in the DPR, which represent the interests of political parties. The difference is that the cooperation built by each of the four members to represent a province comes about to promote the interests of the region collectively. It is difficult to imagine the coordination between these four members running effectively for an entire DPD term without consolidating it in an internal institutional commitment as a single work unit. Thus, the cooperation that is fostered will strengthen the members' effectiveness in executing their obligations to represent their region, such that their duties and roles will be fulfilled even better.

Roles can be allocated by determining from the start which areas will become the specific focus of attention for each DPD member from the province. To make the oversight function more effective, each issue that receives the attention of individual areas needs to be coordinated further in routine weekly meetings. For example, this could be done to debate a strategy and possible actions to follow up on constituent complaints that are received. Furthermore, with the possibility of establishing representative offices in the provinces, coordination in each constituent office has become even more urgent.

Finally, internal rules that everyone agrees to should be written down formally in rules for future conduct, especially in connection with the creation of a work unit for each member based on his or her province, working mechanisms and coordination, the types and schedule of meetings, and other rules such as those on how to coordinate the support system provided in the constituent office. A sort of rotating schedule of who is on duty to service and respond directly to constituent complaints can easily be established.

Optimizing Working Visits and Activities in the Regions

What exactly do DPD members do when they conduct working visits in their districts during recesses? How do stakeholders in the region respond to the activities of the DPD members? These questions often arise in the minds of the public. The hope that the DPD members will fight for the public's various complaints when they return to Jakarta is nearly extinguished. This is because they so rarely interact directly with the public to inform their constituents about activities they have completed.

In conducting working visits, your position differs from that of DPR members, who can still rely on support from their party structure, specifically for connecting with constituents when holding working meetings. However, you have other strengths that DPR members do not have. The fact that you campaigned in the last election as an individual not supported by a political party enhances your position, as you can enter any social structure of the electoral district, no matter what its political affiliation.

Be that as it may, we still understand that without an organizational network down to the grass roots, in practical terms a DPD member will have a harder time communicating with the people. The regulations only stipulate a mechanism for DPD members to communicate with constituents in coordination with the Regional Secretariat and the Secretariat of the DPRD. So as not to give the impression that DPD members only capture the aspirations of the regional government, it is best to also use a network that you build yourself, either during the election campaign or as an extension of the relationships that you have formed while serving as a DPD member.

You can utilize the academic community, the leaderships of student and youth organizations, mass organizations, NGOs and informal community leaders as part of the core network to support your communication with constituents. However, the target groups must be chosen carefully. Holding a constituent meeting with highly diverse social groups will cause the communication to lack focus on a particular topic, and thus the follow-up will also be less measurable.

Before engaging in activities in the region, your focus, targets, and agenda in the region should already be identified. What issues do you want to follow up on? With whom will you have meetings? What working agenda will you run during your visits? Everything has to be properly scheduled before conducting a working visit.

The various issues that are gathered during working visits should be formulated in a report to the meetings of the DPD committees so as to reach a joint decision. For example, when making visits in the district, the tripartite meeting that you held with a team from the Governor and a DPRD Commission has produced several agreements to solve a particular issue. After you report this in the plenary meeting of the DPD committee and receive agreement from other members, the leadership of the committee must present a report to the Plenary Session of the DPD to determine the institution's stance. And finally, the institution's decision will be forwarded to the President and the relevant Ministers or other agencies as a form of the DPD's oversight.

What are the activities of DPD members in their regions?

Activities of DPD members in the provinces they represent accomplish certain tasks, including:

- (i) Capture, gather, accommodate, and follow up on aspirations from the public and their respective provinces that are within the scope of duties and authorities of the DPD;
- (ii) Present developments in the execution of the DPD's duties and authority in their respective provinces;
- (iii) Conduct oversight on the implementation of certain laws.

(Article 146 of the DPD Standing Orders, 2005)

The activities conducted in the regions include conducting working visits for the performance of duties in accordance with the scope of your DPD organ; personal visits as a DPD member to meet with constituents directly in public consultation forums; incidental meetings that can be done at any time if there is a natural disaster in your electoral district; and other activities in the electoral district.

However, the real issues that DPD members must listen to are what the community in the province puts forward. What is more, the public acceptability of the DPD member at the time of the election was achieved without the medium of a party logo. Thus, it is the people who have chosen you directly, not the representative institutions in the regions.

CHAPTER IV

**Following Up on Aspirations and
Fulfilling Public Accountability**

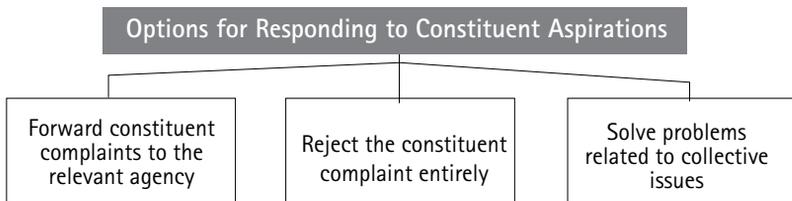


Responding to Constituent Aspirations

The foremost duty of representative institutions is to form a bridge between each citizen and their government through constituent services that are organized by each Member of Parliament, both in the first chamber and in the second chamber.

After various efforts have been undertaken to capture aspirations as well as possible, both to absorb and to identify issues that constituents complain about, the provisions of the laws and regulations also require members of parliament to follow up on the public's aspirations and concerns.

Figure 18



First, forwarding constituent complaints to the relevant agency: In this option, the constituents' issues will be referred to the relevant ranks of institutions within the regional government, if it is an issue related to the processes of governance in the region.

Second, rejecting the constituent complaint entirely: This is not a popular choice. But in reality, social groups and even individuals who approach DPD members sometimes consider you a counselor who can handle all kinds of issues, including ones not related to your duties and obligations, such as family troubles or legal cases with final and binding court decisions already in place.



Third, solving problems related to collective issues: Occasionally, constituents who complain are people who have been disadvantaged by the implementation of a government policy, for example, the high cost of education in your electoral district. The issue that they bring to you is actually an issue that affects the poorer classes collectively. Because of this, your response cannot simply be to provide a bit of assistance by giving money for educational fees, because only through larger steps can the main problem be resolved. DPD members need to hold limited meetings with the parties concerned to advocate on this issue. To this end, one needs to organize steps one can take in planning several alternative activities.

What are your obligations as a member of the DPD?

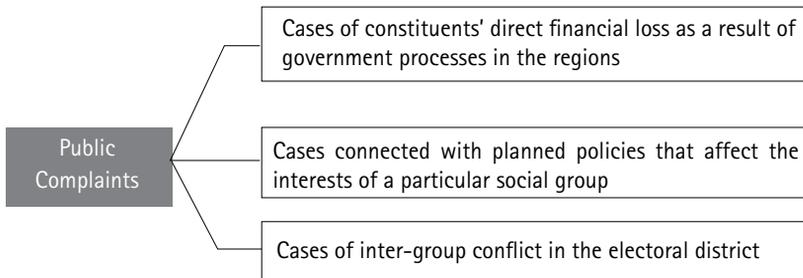
The Law on the MPR, DPR, DPD and DPRD states that as a DPD member, you have certain obligations that must be fulfilled, as follows:

- a. Firmly uphold and practice the Pancasila;
- b. Implement the 1945 State Constitution of the Republic of Indonesia and obey all rules and regulations;
- c. Defend and maintain national harmony and the integrity of the Unitary State of the Republic of Indonesia;
- d. Put the interests of the state first, above all private, group, community, and regional interests;
- e. Follow the principles of democracy in the governmental operations of the state;
- f. Comply with the rules of conduct and the code of ethics;
- g. Uphold ethics and standards in working relationships with other institutions;
- h. Accommodate and follow up on the aspirations and concerns of the public; and
- i. Be morally and politically responsible to the community in the province you represent.

Preparing a Strategy for Following Up on Constituent Aspirations and Concerns

Constituent complaints will naturally require widely varying responses. What should be done to advocate so that complaints seen as relevant can be followed up? One thing that must be done first is that the support system must forward reports to the DPD members. This report contains an inventory of public complaints that have come in, together with their developments.

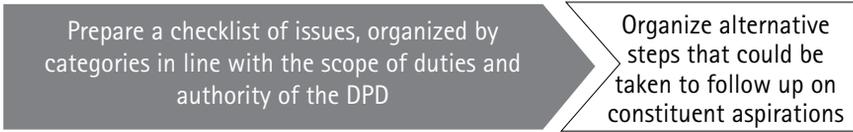
Figure 19
Public Complaints



DPD members need to take stock of the various constituent complaints with the help of their support system. This inventory of problems that has been compiled is then processed based on the issues and the possible steps for solving the problem. This does mean that one will not get another side of the issue from the complaint of a different group than brought the issue forward in the first place. *In those cases, DPD members should do the following:*

- Request information that has been verified and confirmed by the support staff relating to the issue that is to be followed up, based on a constituent issues fact sheet that has been prepared;
- Prepare the steps that must be taken to advocate on this constituent complaint;

Figure 20
Ways to Advocate Public Complaints



- Contact the relevant parties that have authority to solve the issue. As follow-up, you can organize a public consultation to delve into this issue more comprehensively with the stakeholders;
- Disseminate the issue in order to gain broader public attention or significant media coverage through various forums or press statements. An affirmation of your stance sent through the mass media will confirm your position on the issue and draw public attention. Here, your being fully on the side of the public and interests of the region can be indicated genuinely, attractively, and elegantly, so that the public will gain the impression that what you are doing is truly in the broader interests of society;
- Present the issue in a Session of the DPD's Committees or meetings in the region as stipulated in the DPD Standing Orders. Follow-up on public complaints and aspirations with the DPD can be done, among other ways, by forming a special committee, conducting a working visit to the region, raising questions in working meetings, public hearings organized by the organs and their counterparts (either central government or regional officials), and Public Hearings with the parties concerned. DPD members can also present the results of their activities in the region in a provincial report that is delivered at the beginning of each session period before a Plenary Session of the DPD;
- Monitor the development of issues. After you have done all the previous points diligently, it is also important to monitor the development of the issues. Often what you have presented, even though it made the front page of the print media, will be superseded by news on other issue after a few days. By monitoring the development of the issues, you can determine the next step by building new momentum or just reminding the public memory to gain the attention of the authorities;

- Convey the developments in the steps you have taken to your constituents. *An equally important stage is to present to the general public all the activities you have undertaken to follow up on constituents' aspirations.*

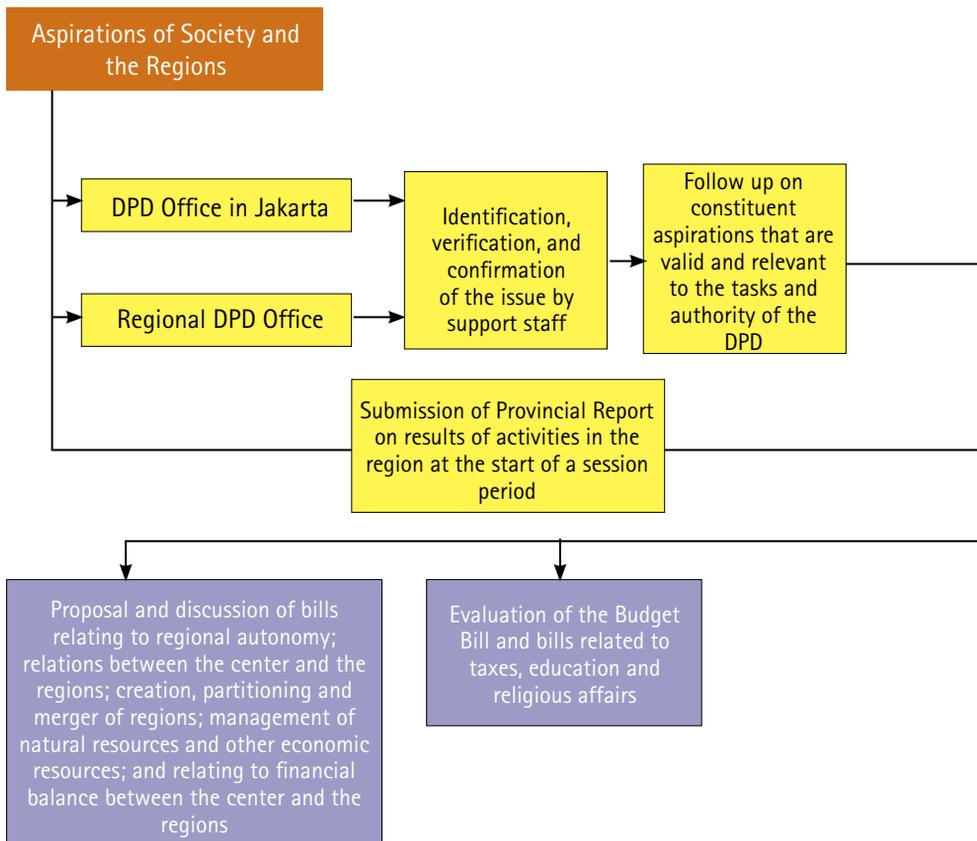
Table 3
Difference in Organization of DPD Bodies

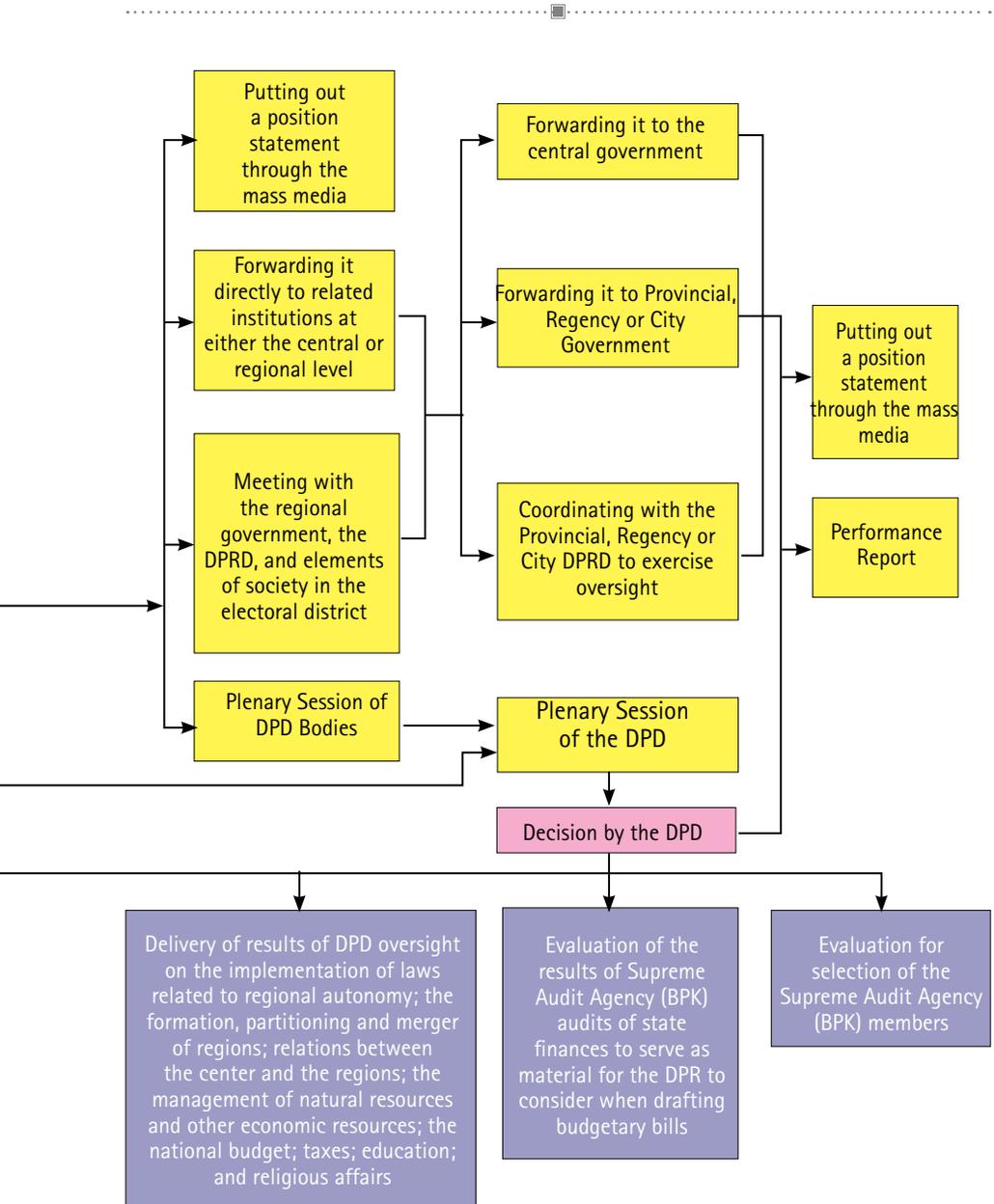
What are the differences in the regulations on bodies of the DPD under the old parliamentary law and under the new one? When compared, the differences in the regulations on the Bodies of the DPD in Law No. 22 of 2003 on the Organization and Status of the MPR, DPR, DPD and DPRD and in Law No. 27 of 2009 on the MPR, DPR, DPD and DPRD that was ratified in Plenary Session of the DPR on August 3, 2009, are as follows:

Law No. 22 of 2003	Law No. 27 of 2009
<p>The Bodies of the DPD are:</p> <ol style="list-style-type: none"> 1. DPD Leadership; 2. Ad Hoc Committees; 3. Ethics Council; and 4. Other Committees as required (in the DPD Standing Orders, the other committees to complete the bodies are composed of: <ol style="list-style-type: none"> (i) Consultation Committee; (ii) Legislative Drafting Committee; (iii) Household Affairs Committee; (iv) Inter-Parliamentary Cooperation Committee; and (v) Special Committees). 	<p>The Organs of the DPD are:</p> <ol style="list-style-type: none"> 1. DPD Leadership; 2. Consultative Committee; 3. Working Committee; 4. Legislative Drafting Committee; 5. Household Affairs Committee; 6. Ethics Council; and 7. Otherbodies as needed and formed by the Plenary Session.

In organizing and implementing these steps, certain matters can be delegated to your support staff so as to optimize your time and concentration in fulfilling other duties.

Figure 21
**Flow Chart: Process of Capturing and Following Up
 on Constituent Aspirations**







How to Release Performance Reports to the Public?

The Law on the MPR, DPR, DPD and DPRD states that among the obligations that must be fulfilled by DPD members are accommodating and following up on the aspirations and concerns of society, and being morally and politically accountable to the public in the provinces they represent.

This statement, although previously written in the Law on Organization and Status, is not yet optimally implemented. Besides having no imperative provisions to implement these matters, the lack of clear indicators also makes it impossible to standardize the forms of accountability.

DPD performance reports for the institution are annual, just as for other state institutions, and are compiled by the Secretariat General. These reports describe in detail the execution of the duties and authorities of the DPD as performed by each body each year. In fact, Law No. 27 of 2009 tasks the DPD leadership with delivering these reports in a special plenary session held specifically for that purpose.

However, as leaders directly elected by the people, DPD members have an interest in showing their performance and each step and policy choice that they have made on the issues that emerge from society. The goal is to prove to constituents that in the upcoming election, the public needs figures who are experienced and tested in advocating for society's interests to the best of their abilities.

Public opinion must be persuaded by making this performance report available, by publishing books, leaflets, flyers, uploading to DPD member websites, or other media that can be easily understood and that reach every group and level of constituents. On this point, the Secretariat General can prepare several standard materials related to the execution of member duties in the DPD bodies that can be delivered to constituents. The goal is to reach a standardization on what the most important things are to present to the public.

From another perspective, the performance reports that DPD members produce can also support the principle of accountability and efforts to guard the integrity of DPD

members in the eyes of their constituents in performing their constitutional duties. The performance report, which is broadly circulated, is greatly anticipated by society. In this way, the public can follow the track records of each of their representatives, which will later be accumulated as social and political capital, which will come back to you in the next election.

Performance reports should include at least:

- The execution of one's duties as a member of the bodies of the DPD, for example on the Ad Hoc Committee, the DPD delegation in the MPR, the Legislative Drafting Committee, the Inter-Parliamentary Cooperation Committee, etc.;
- The conduct of working visits, giving a detailed picture of (i) various aspirations that were collected both during sessions in Jakarta and in each activity and meeting in the district, (ii) position and follow-up that you have taken to respond to complaints and the delivery of aspirations from constituents;
- The collection of activities that depict the help that you have provided through advocacy regarding society's concerns;
- Public consultation activities that you have conducted, either personally or on the invitation of stakeholders to delve into and advocate on particular issues;
- Your positions on issues that attracted public attention, both at the local level and ones that have become national issues such that they are public concerns, even if these events or issues did not occur in your electoral district;
- Other matters, such as letters of concern from the public that you attach to your performance report.



The working reports of each DPD member have an important position in creating public accountability, because in this way the public can evaluate the work of the DPD as an institution through the activities and efforts of each member. By launching performance reports that can be easily accessed by the public, a DPD member can also prove to the public that his or her work is different from the others' and that he or she has put forth as much effort as possible in the DPD bodies in accordance with the allocation of institutional duties and authority granted by the Constitution.



Conclusion

Representation and constituent relations are essential issues that must be taken seriously. The goal is to ensure the performance of an aspirational representative institutional role. For the DPD, whose political position is reasonably clear and which has a constituent base that differs from those of other representative institutions, political accountability is an important means of demarcation of its political space. If the DPD can establish a system of accountability that builds the public's trust that the DPD is an effective channel for regional aspirations, by taking them on and raising them in the national political arena, then the political space of the DPD will automatically become clearly marked. This can be an effective differentiation for the public to become acquainted with regional politics, which are constitutionally in the scope of authority of the DPD.

Channels of political interaction that are open and easy for regional constituents to become familiar with, a pace of politics that is systematic and easy to follow from public sources of information, and an orientation toward political results and not simply toward the results of parliamentary – these are a few of the forms of accountability that the DPD can build.

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