



## PAGE 5: ABOUT YOU

Q1: Respondent

INDONESIA

Q2: About you

Name

Jully Paruhum Tambunan

Position

Director of Multilateral Negotiation

Ministry

Ministry of Trade

Email Address

dit.multilateral.ppi@kemendag.go.id

## PAGE 7: SECTION 1 : AID-FOR-TRADE PRIORITIES - YOUR GOVERNMENT'S AID-FOR-TRADE PRIORITIES

Q3: Does your national development strategy include trade priorities ? (i.e. Aid-for-Trade priorities)

Yes

## PAGE 8: SECTION 1 : AID-FOR-TRADE PRIORITIES

**Q4: If yes, please indicate your Aid-for-Trade priorities :Below are listed the most common priority areas grouped according to broad Aid-for-Trade categories. Please rank the top 5 priority areas among the ones listed below.(1 being the most important)**

Trade policy analysis, negotiations and implementation	1
Trade facilitation	3
Export diversification	2
Connecting to value chains	5
E-commerce	4

## PAGE 9: SECTION 1 : AID-FOR-TRADE PRIORITIES

Q5: Have your Aid-for-Trade priorities changed since 2014?

No

## PAGE 10: SECTION 1 : AID-FOR-TRADE PRIORITIES

**Q6: If yes, please rank the top 3 drivers of these changes : (Please choose no more than 3 options)**

*Respondent skipped this question*

**Q7: Have these changes been reflected in your dialogue with development partners?**

*Respondent skipped this question*

**PAGE 11: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q8: In your view, can Aid for Trade make a contribution to the achievement of the 2030 Sustainable Development Agenda ?**

Yes

**PAGE 12: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q9: If yes, please specify which Sustainable Development Goals (SDGs) you think that Aid for Trade may help to achieve? Sustainable Development Goals:**

1. No poverty , 2. Zero hunger ,

10. Reduce inequalities,

17. Partnership for the goals,

Additional information on how Aid for Trade can help implement the SDGs.

Aid for Trade supports enhancing procedure capacity, empowers women through entrepreneurship. Aid for Trade is also able to stimulate development partners to take part through triangular mechanism.

**PAGE 13: SECTION 1 : AID-FOR-TRADE PRIORITIES**

**Q10: In your view, can Aid for Trade make a contribution to women's economic empowerment?**

Yes,

Additional information on how Aid for Trade can make a contribution to women's economic empowerment.

some capacity building programs are directed specially for women entrepreneurship.

**Q11: Have you participated in any evaluation process that has been undertaken on the Aid-for-Trade support you receive?**

No

**PAGE 15: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q12: Is trade facilitation reflected as a priority in your national or regional development policy? (You may tick more than 1 box)**

Yes, National Development Strategy with a direct link or reference to the TFA

**PAGE 16: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q13: If yes, in which policy document(s) can trade facilitation be found as a priority? (You may tick more than 1 box)**

National development strategy,  
National trade strategy,  
National sectoral strategy(ies),  
National infrastructure development strategy,  
Additional information on the policy document(s) in which trade facilitation can be found as a priority.  
Infrastructure development interm of logictic and transportation is Jokowi's priorities

**PAGE 17: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q14: If no, does your government plan to include trade facilitation as a priority in future planning document(s)? (You may tick more than one box)**

*Respondent skipped this question*

**PAGE 18: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q15: Please outline the current status of work related to the implementation of the Trade Facilitation Agreement(You may tick more than 1 box)**

Acceptance of Amendment Protocol ("Trade Facilitation Agreement ratification") awaiting parliamentary or executive approval  
,  
Additional information about the current status of work related to the implementation of the Trade Facilitation Agreement  
Indonesia is still in processof ratifying TFA

**Q16: Are you planning to use the flexibilities set out in section II of the Trade Facilitation Agreement ?**

Yes

**PAGE 19: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q17: If yes, please specify:(You may tick more than 1 box)**

Category A commitments deposited

**PAGE 20: SECTION 2 : TRADE FACILITATION AGREEMENT**

**Q18: Which disciplines of the Trade Facilitation Agreement are you seeking Aid-for-Trade support to implement?(You may tick more that 1 box)**

Art 3. Advance Rulings

**Q19: Are you engaged in a dialogue with development partners on your Trade Facilitation Agreement implementation needs?**

Unsure

## PAGE 21: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q20: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation.**

*Respondent skipped this question*

## PAGE 22: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q21: If no, what difficulties, if any, are you facing in securing Aid-for-Trade support to help implement the Trade Facilitation Agreement?(You may tick more than 1 box)**

*Respondent skipped this question*

## PAGE 23: SECTION 2 : TRADE FACILITATION AGREEMENT

**Q22: Is there an Aid-for-Trade facilitation project or programme that you wish to showcase as an example of best practice ?**

Unsure

## PAGE 25: SECTION 3 : E-COMMERCE

**Q23: Does your government have a national strategy for e-commerce (or other national digital-related strategy)?**

Yes

## PAGE 26: SECTION 3 : E-COMMERCE

**Q24: If yes, please indicate which of the following : (You may tick more than 1 box)**

Information and Communication Technology (ICT) development  
,  
Broadband development, E-commerce development,  
E-government, Telecommunications strategy,  
Other digital strategy (please specify e.g. business, e-learning, e-health, etc.)  
cyber security

**Q25: If yes, is this national strategy reflected in your national development strategy?**

Partially

## PAGE 27: SECTION 3 : E-COMMERCE

**Q26: If no, does your government plan to develop or update your national development strategy to include e-commerce (or other digital-related) priorities?**

*Respondent skipped this question*

**Q27: Does your government plan to develop a separate e-commerce or (other digital-related) strategy ?**

*Respondent skipped this question*

**PAGE 28: SECTION 3 : E-COMMERCE**

**Q28: Do you have any mechanism(s) to coordinate your national e-commerce (or other digital strategy) across government ?**

National committee

**Q29: Does your existing or planned national strategy for e-commerce (or other digital-related) strategy cover issues related to trade in services and/or goods through e-commerce?**

Yes

**PAGE 29: SECTION 3 : E-COMMERCE**

**Q30: If yes, please indicate which issues are covered in your national e-commerce (or other digital related) strategy:(You may tick more than 1 box)**

Access to online platforms ,  
Business to consumer transactions ,  
Business to business transactions ,  
Consumer to consumer transactions ,  
Payment issues, Infrastructure, Delivery systems

**PAGE 30: SECTION 3 : E-COMMERCE**

**Q31: For EXPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)**

Absence of, or difficulties in, using electronic single window for customs or border clearance ,  
Dealing with returned goods,  
Difficulties accessing third-party payment services ,  
On-line fraud,  
Problems with on-line payment systems

**PAGE 31: SECTION 3 : E-COMMERCE**

**Q32: For IMPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)**

Dealing with returned goods,  
 Difficulties accessing third party payment services ,  
 On-line fraud ,  
 Problems in using electronic single window for customs or border clearance  
 ,  
 Problems with intellectual property protection regulations  
 ,  
 Problems with on-line payment systems

---

**PAGE 32: SECTION 3 : E-COMMERCE**

**Q33: Please estimate the percentage of goods and services that your country exports and imports internationally through e-commerce / digital channels and the growth of imports and exports through e-commerce / digital channels over the past 3 years.**

*Respondent skipped this question*

---

**PAGE 33: SECTION 3 : E-COMMERCE**

**Q34: For EXPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)**

Dealing with returned goods,  
 Difficulties to control counterfeit goods ,  
 Problems clearing small parcel shipments,  
 Problems collecting export taxes

---

**PAGE 34: SECTION 3 : E-COMMERCE**

**Q35: For IMPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)**

Dealing with returned goods,  
 Problems in payment of customs duties ,  
 Problems in payment of sales tax or other charges

---

**PAGE 35: SECTION 3 : E-COMMERCE**

**Q36: Please indicate how consumers and enterprises connect to the internet.**

Fixed broadband	0-10%
Wifi	11-20%
Mobile phone	61-70%
Dial up modem	0-10%
Other (please specify)	0-10%

Please provide a reference or weblink to the document(s) on which your answer is based.  
<http://statistik.kominfo.go.id/site/searchKonten?iddoc=1461>

**Q37: Please indicate the main issues that enterprises and consumers in your countries have in accessing and using internet services.(You may tick more than 1 box)**

Access to digital information ,  
 Access to international payment gateways ,  
 Access to labour with necessary technical skills ,  
 Consumer rights, Cost of broadband subscription ,  
 Cost of mobile phone subscription ,  
 Credit card payments, Cybercrime laws,  
 Data protection, E-signatures,  
 Intellectual property registration and policies addressing IP infringement  
 ,  
 On-line fraud, Postal systems,  
 Private data protection (including safe harbouring of data)

**PAGE 36: SECTION 3 : E-COMMERCE****Q38: Are electronic payments solutions available in your country?(You may tick more than 1 box)**

Yes, e-banking, Yes, mobile money,  
 Yes, credit or debit card transactions

**PAGE 37: SECTION 3 : E-COMMERCE****Q39: If yes, please estimate the percentage of transactions paid electronically in your country (through e-banking, mobile money or e-government):**

No data available

**PAGE 38: SECTION 3 : E-COMMERCE**

**Q40: If no, please outline what is holding back e-banking, mobile money and e-government transactions. (You may tick more than 1 box)**

*Respondent skipped this question*

**PAGE 39: SECTION 3 : E-COMMERCE**

**Q41: Do consumers in your country use mobile phones for domestic and international remittances and fund transfer?**

Yes, both domestic and international remittances and fund transfer

**PAGE 40: SECTION 3 : E-COMMERCE**

**Q42: Please indicate which e-government services your country provides:(You may tick more than 1 box)**

E-government forms and application downloads ,  
On-line submission of forms and applications ,  
Other (please specify) e-billing

**PAGE 41: SECTION 3 : E-COMMERCE**

**Q43: Are Information and Communication Technology support programmes available to support students, workers and Micro, Small and Medium Sized Enterprises (MSMEs)?**

Yes

**Q44: Is there an Aid-for-E-commerce project or programme that you wish to showcase as an example of best practice?**

No

**PAGE 42: SECTION 3 : E-COMMERCE**

**Q45: Do you anticipate a need for future assistance in order to meet your e-commerce strategic objectives?**

Yes

**PAGE 43: SECTION 3 : E-COMMERCE**

**Q46: If yes, please indicate who you would like to work with to provide this support:(You may tick more than 1 box)**

Bilateral donors, Multilateral and regional donors ,  
Corporate foundations / corporate social responsibility schemes

**PAGE 44: SECTION 3 : E-COMMERCE**



**Q47: In your view, can growth in e-commerce make a contribution to women's economic empowerment?** Yes

---

**PAGE 46: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q48: Does your national development strategy include trade-related infrastructure development priorities?** Yes

---

**PAGE 47: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q49: If yes, please indicate which trade-related infrastructure sectors feature as priority sectors in your national development strategy.(You may tick more than 1 box)**

TRANSPORT INFRASTRUCTURE,  
 Maritime transport infrastructure,  
 Air transport infrastructure,  
 Rail transport infrastructure,  
 Road transport infrastructure,  
 Maritime transport infrastructure,  
 Infrastructure related to all modes of transport:  
 cargo handling, storage and/or warehousing  
 ,  
 COMMUNICATION INFRASTRUCTURE,  
 Telecommunications infrastructure,  
 ENERGY-RELATED INFRASTRUCTURE,  
 Energy distribution infrastructure

---

**PAGE 48: SECTION 3 : INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q50: Does your national development strategy link trade-related infrastructure to the development of related services sectors?** Yes

---

**PAGE 49: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q51: If yes, please indicate which services trade sectors feature as priority sectors in your national development strategy. (You may tick more than 1 box)**

COMMUNICATION SERVICES,  
 DISTRIBUTION SERVICES (including wholesale and retail trade services)  
 ,  
 FINANCIAL SERVICES,  
 Insurance and insurance-related services ,  
 Banking and other financial services (excluding insurance)  
 ,  
 HEALTH RELATED AND SOCIAL SERVICES ,  
 Hospital services ,  
 TOURISM AND TRAVEL RELATED SERVICES ,  
 Hotels and restaurants (including catering) ,  
 Travel agencies and tour operators services ,  
 Tourist guides services ,  
 RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services)  
 ,  
 TRANSPORT SERVICES (passenger and freight transportation)  
 ,  
 Maritime transport services ,  
 Air transport services, Rail transport services ,  
 Road transport services

---

**PAGE 50: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q52: Does your national development strategy (or other national economic policy documents) link growth in services capacity and trade to growth in industrial capacity and manufacturing exports?**

Unsure

---

**PAGE 51: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q53: If yes, please specify which services sectors are identified for growth in industrial capacity and manufacturing. (You may tick more than 1 box)**

*Respondent skipped this question*

---

**PAGE 52: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q54: Which services sectors are growing fastest in your country? (You may tick more than 1 box)**

TOURISM AND TRAVEL RELATED SERVICES ,  
Travel agencies and tour operators services

---

**PAGE 53: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q55: What are the main issues constraining growth in national services capacity? Issues constraining growth : (You may tick more than 1 box)**

Absence of national services policy framework ,  
Foreign ownership restrictions ,  
Low levels of foreign direct investment ,  
Regulatory restrictions

---

**PAGE 54: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q56: What are the main issues constraining growth in your services trade? Issues constraining growth : (You may tick more than 1 box)**

Limitations on natural persons ,  
Qualification requirements

---

**PAGE 55: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q57: Which services sectors do you expect will support implementation of the Trade Facilitation Agreement and will help realize associated economic benefits? (You may tick more than 1 box)**

FINANCIAL SERVICES ,  
Insurance and insurance-related services ,  
Banking and other financial services (excluding insurance)  
,  
TRANSPORT SERVICES (passenger and freight transportation)  
,  
Air transport services, Rail transport services

---

**PAGE 56: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q58: Is there an Aid-for-Trade project or programme that you wish to highlight as an example of best practice?**

Yes,  
If yes, please provide further details and a link to the project website or other documentation:  
Indonesia national single window (insw), ASEAN single window (asw)

---

**PAGE 57: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q59: Does your national development strategy include actions to improve the investment climate?** Yes

---

**PAGE 58: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q60: If yes, please specify how: (You may tick more than 1 box)**

By establishing an investment authority, investment promotion agency (IPA) and/or investment development agency

,

By updating investment policy, regulations and/or strategy

,

Additional information about actions to improve the investment climate foreseen in your national development strategy.  
the government issued 13 economic package to improve, among others ease of doing business competitive index with a view to improve investment climate

---

**PAGE 59: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

---

**Q61: What actions have you taken to improve the investment climate in the past 5 years ? (You may tick more than 1 box)**

Embedding investment policy in overall development strategy

,

Establishing an investment authority, investment promotion agency (IPA) and/or investment development agency

,

Facilitating entry and operations of foreign investors ,

Focusing on public governance and institutions ,

Reforming an existing investment authority, investment promotion agency (IPA) and/or investment development agency

,

Signing a bilateral investment treaty(ies) or other investment agreements

,

Updating investment policy, regulations and/or strategy

,

Additional information on actions taken to improve the investment climate in the past 5 years.  
Indonesia review its bilateral investment treaty (bit)

---

**PAGE 60: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q62: Are development partners supporting investment climate reforms ?** Yes

**Q63: If yes, is there a project or programme that you wish to highlight as an example of best practice?**

Yes,

Please provide further details and a link to the project website or other documentation:  
ptsp nasional (national single window for investment),  
13 economic deregulation package

---

**PAGE 61: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q64: Does your national development strategy seek to attract investment in particular services sectors? If so, please identify which ones. (You may tick more than 1 box)**

*Respondent skipped this question*

---

**PAGE 62: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q65: Can the development of services capacity and trade contribute to women's economic empowerment ?**

Yes

---

**PAGE 63: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q66: If yes, please specify which services sectors in your country may have particular impact on women's economic empowerment?Services sectors:(You may tick more than 1 box)**

HEALTH RELATED AND SOCIAL SERVICES ,  
Hospital services , Other human health services

---

**PAGE 64: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q67: In your view, can services trade make a contribution to the achievement of the 2030 Sustainable Development Agenda ?**

Unsure

---

**PAGE 65: SECTION 4: INFRASTRUCTURE, SERVICES, AND INVESTMENT**

**Q68: If yes, please specify which Sustainable Development Goals (SDGs) you think that growth in services trade may help.Sustainable Development Goals:(You may tick more than 1 box)**

*Respondent skipped this question*

---

**PAGE 66: END OF SURVEY**

---

**Q69: CONSULTATION (Other ministries/agencies consulted in preparing this questionnaire reply):**

*Respondent skipped this question*

---