

Indonesia Civil Society Forum 2023  
**Civic Space, Capacity and Sustainability**  
Jakarta, June 14 - 15, 2023



## **Session 6: Trust and Credibility for CSOs: Accountability and Transparency**

**June 16, 2023, 13:30-16:00 WIB**

**Host: USAID MADANI**

This session will discuss the importance of trust and credibility for civil society organizations (CSOs), and how partners to the USAID-funded MADANI Civil Society Support Initiative (2019-2024) have been able to take steps towards building relationships and accountability in 32 districts in 6 provinces. Discussions during ICSF 2021 and 2022 highlighted the need for innovations in encouraging an inclusive democracy. Challenges identified includes a legacy of distrust and limits in political will and space to open quality citizen engagement space. MADANI has addressed this by supporting local learning spaces and forums, that consists of dialogues and interactions between citizens, including marginal groups and community organizations.

Civil society organizations need to strengthen the consolidation of movement strategies through more massive and intensive interactions, sustainable resource mobilization, and expanding networks and constituencies, to encourage the creation of a more inclusive democracy and more equitable and equal relations. Civil society organizations need to work to move out of their comfort zone and learn harder to optimize the use of information technology, to reach a wider audience. in promoting products and services.

This session will provide an opportunity for sharing among interested partners on best practices and challenges to build civil society accountability and trust in a *post-reformasi* era.

### **Guiding Questions:**

1. After twenty-five years of democracy and civil society strengthening, why is there still a lack of trust in CSOs and weak government among many CSOs in Indonesia?
2. What has your institution done to address these challenges?
3. How can CSOs be more transparent and accountable in internal affairs, while also being effective in programming?
4. What are government agencies doing to improve the capacity and organizational development of CSOs?
5. How can some of these best practices be institutionalized or regulated? Is there a need for a national CSO code of conduct or regulation of the civil society section?

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