



SECRETARIAT OF THE VICE PRESIDENT
REPUBLIC OF INDONESIA

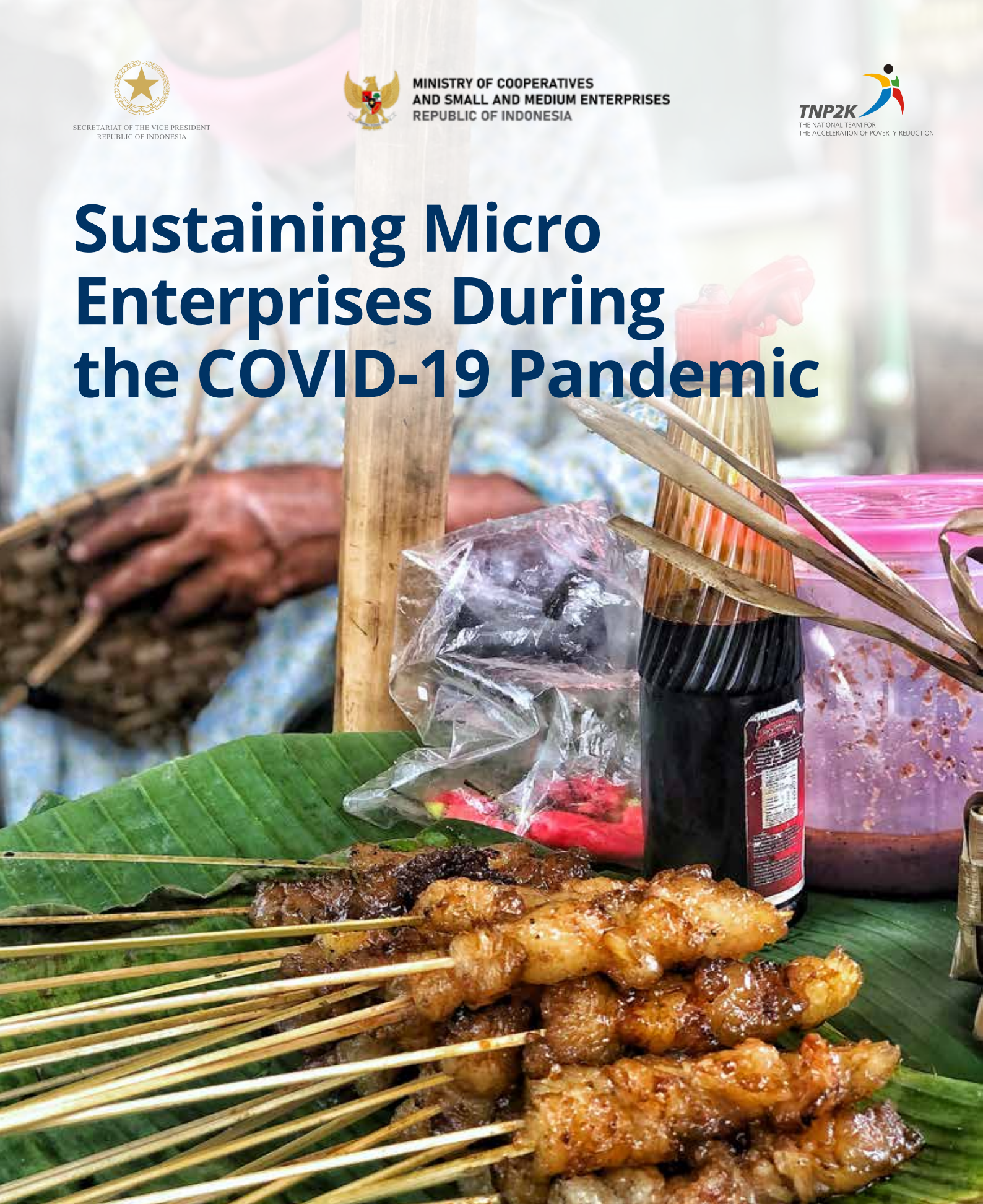


MINISTRY OF COOPERATIVES
AND SMALL AND MEDIUM ENTERPRISES
REPUBLIC OF INDONESIA



TNP2K
THE NATIONAL TEAM FOR
THE ACCELERATION OF POVERTY REDUCTION

Sustaining Micro Enterprises During the COVID-19 Pandemic



January 2021

SUSTAINING MICRO ENTERPRISES DURING THE COVID-19 PANDEMIC

WRITED BY:

**JOINT MONITORING TEAM FOR
THE GOVERNMENT ASSISTANCE FOR MICRO ENTREPRENEURS
(*Bantuan Produktif Usaha Mikro: BPUM*) PROGRAM**

Ministry of Cooperatives and SMEs

National Team for the Acceleration of Poverty Reduction (TNP2K)

NATIONAL TEAM FOR THE ACCELERATION OF POVERTY REDUCTION

**SUSTAINING MICRO ENTERPRISES
DURING THE COVID-19 PANDEMIC**

Edition January 2021
ISBN 978-602-275-217-2

Writed by:

JOINT MONITORING TEAM FOR BPUM PROGRAM

- Ministry of Cooperatives and SMEs
- National Team for the Acceleration of Poverty Reduction (TNP2K)

Copyright Reserved

©2020 National Team for the Acceleration of Poverty Reduction (TNP2K)

This publication is supported by the Australian Government through the MAHKOTA Program. The findings, interpretations, and conclusions expressed in this publication do not necessarily reflect the views of the Government of Indonesia or the Government of Australia. You are welcome to copy, distribute, and transmit this publication for non-commercial purposes.

Citation suggestions: TNP2K. 2021. **Sustaining Micro Enterprises During the COVID-19 Pandemic**. Jakarta: TNP2K. To request a copy of this report or further details regarding this report, please contact TNP2K (km.unit@tnp2k.go.id). The Knowledge Product Catalog is also available on the TNP2K website (www.tnp2k.go.id)

Published by:

NATIONAL TEAM FOR THE ACCELERATION OF POVERTY REDUCTION
Secretariat of the Vice President of the Republic of Indonesia
Jl. Kebon Sirih No. 14 Jakarta Pusat 10110
Telephone: (021) 391 2812 | Facsimile: (021) 391 2511
E-mail: km.unit@tnp2k.go.id
Website: www.tnp2k.go.id

JOINT MONITORING TEAM FOR BPUM PROGRAM

Supervisors

Hanung Harimba Rachman (Deputy of Finance, Ministry of Cooperatives and SMEs)

Bambang Widiyanto (Special Staff of the Vice President of the Republic of Indonesia)

Suprayoga Hadi (Executive Secretary of TNP2K)

MINISTRY OF COOPERATIVES AND SMALL AND MEDIUM ENTREPRISES

Fixy, S.E. Sk, M.Phil (Deputy Assistant, Capital)

Santoso, S.Sos (Deputy Assistant, Non-Bank Financing and Taxation)

Dr. Dra. Masrifah, M.M. (Deputy Assistant, Savings and Loan)

Ir. Irene Swa Suryani, M.M. (Deputy Assistant, Insurance, Underwriting, and Capital Markets)

RR. Rini Megawarti, S.E., M.M. (Deputy Assistant, Sharia Financing)

Drs. Sutarjo, M.M. (Deputy Secretary, Financing)

Temy Satya, Agus Priyanto, Siti Maesyaroh

NATIONAL TEAM FOR THE ACCELERATION OF POVERTY REDUCTION (TNP2K)

Program Coordinator

Elan Satriawan, Sudarno Sumarto, M. Raden Purnagunawan, G. Irwan Suryanto, Taufik Hidayat,

Martin Daniel Siyaranamual, Sutikno

Implementation Team

Alie Sadikin, Fitria Purnama Sari, Farida Sondakh, Adriani Jacob Batto Solo, Agung Setiawan, M. Alif

Timur Ghifari, Bambang Darsono, Fajar Agung Wahono

Foreword

Ministry of Cooperatives and SMEs

The COVID-19 pandemic has had a serious impact on the sustainability of micro, small, and medium enterprises (MSMEs) in terms of financing, production, distribution, and market demand. In other words, the COVID-19 pandemic has impacted supply and demand and resulted in a slowdown in national economic growth and a fall in state revenue. Based on BPS data, economic growth in the second quarter of 2020 contracted by 5.32 per cent. In response, the government, through the National Economic Recovery (*Pemulihan Ekonomi Nasional*: PEN) Program has initiated a series of activities for national economic recovery as a component of state financial policy.

To support micro, small and medium enterprises that contribute almost 60 per cent of GDP so they can continue to survive and prosper during the COVID-19 pandemic, the government launched the Presidential Productive Assistance for Micro Enterprises Program (*Banpres Produktif Usaha Mikro*: BPUM). This provided assistance in the form of working capital grants to operators of micro enterprises who were not receiving credit or bank finance in the form of KUR and working capital loans and other investments.

The Ministry of Cooperatives and Small and Medium Enterprises (SMEs) regulated procedures for disbursement of the BPUM Program funds in the Regulation of the Minister of Cooperatives and SMEs No. 6/2020 and General Guidelines for the Disbursement of Government Assistance for Micro-Entrepreneurs (No. 98/2020). This regulation clarified in detail the duties and responsibilities of each party in the disbursement of BPUM funds. The Ministry of Cooperatives and SMEs as the budget holder distributes BPUM funds through channeling bank ((BNI, BNI Syariah, and BRI) who verify the correctness of data on BPUM recipients as the responsible beneficiary and BPUM proposer.

The Ministry of Cooperatives and SMEs, in collaboration with the TNP2K Secretariat, conducted monitoring of the BPUM Program and coordination with various stakeholders, including proposer institutions, local governments, banks, and reported program developments to the National Economic Recovery and COVID-19 Management Committee. To ensure that the program was aligned with the initial objectives, the joint monitoring was carried out from the initial program planning stage up to the field implementation stage.

This document reports the implementation of the joint monitoring of the BPUM Program in detail based on all stages of program implementation. This report also provides conclusions and recommendations for future implementation of assistance distribution to micro entrepreneurs.

We express our deepest gratitude to all parties who have assisted in the implementation of this joint monitoring project, especially to all local governments and their staff in the joint monitoring areas (12 provinces), as well as all the banks involved (BRI, BNI, and BNI Syariah) and their partners. We hope that this report will be useful for the distribution of assistance to micro entrepreneurs in Indonesia and can serve as input and supporting material for various stakeholders in the delivery of future MSMEs assistance programs.

Thank you,
Jakarta, January 2021

Hanung Harimba Rachman
Deputy for Financing/
Budget User Proxy (KPA) of the BPUM Program
Ministry of Cooperatives and SMEs

Foreword

Executive Secretary of TNP2K

The COVID-19 pandemic has had a significant impact on micro, small, and medium enterprises (MSMEs) in terms of financing, production, distribution, and market demand. For this reason, the government in the early stages of the National Economic Recovery (*Pemulihan Ekonomi Nasional*: PEN) Program has focused on financing issues for MSMEs. In the next stage, the government launched a Productive Assistance Program (BPUM) that provides assistance in the form of working capital grants to micro entrepreneurs who have not received bank financing—either micro credit (*Kredit Usaha Rakyat*: KUR) or working capital loans and other investments from banks so that micro enterprises could revive during the COVID-19 pandemic.

In leading the Internal Meeting on Developing the PEN policy in August 2020, the vice president of the Republic of Indonesia stressed the importance of accurate data and targeting of beneficiaries in the BPUM Program. Vice President Ma'aruf Amin also expressed the hope that this assistance can open business opportunities for operators of micro, small, and medium enterprises in order to stimulate the economy during the COVID-19 pandemic.

To amplify this message, TNP2K (under the direction of the vice president) supports ministries—especially the Ministry of Cooperatives and SMEs to accelerate the program. The form of this support covers aspects of the program's design and implementation. In addition, from a technical perspective, TNP2K also supports the Ministry of Cooperatives and SMEs in monitoring the implementation of the BPUM Program at the community level.

This report provides an overview of the distribution of the BPUM Program which is a new program for the Ministry of Cooperatives and SMEs. With the publication of this report, it is expected that the government can understand the scheme and mitigate the risks in disbursement from the perspective of program implementers, proposer institutions, channeling bank, and distribution practices to benefit recipients, and identify the potential for improvements in program implementation in the future.

We express our thanks to all stakeholders who assisted in the preparation of this report. We also thank those who provided input, suggestions, and criticism that improved the report.

Thank you,
Jakarta, January 2021

Suprayoga Hadi

Deputy for Human Development and Equitable Development Policy Support,
Secretariat of the Vice President / Executive Secretary of TNP2K

Table of Contents

Foreword.....	iv
Foreword.....	v
List of Tables.....	vii
List of Figures	vii
Section 1: Introduction.....	1
Section 2: Assistance for Micro Enterprises (BPUM) Policy	5
Section 3: Notes on BPUM Implementation Based on Monitoring Results.....	13
3.1. Lessons Learned from BPUM Program Socialisation	15
3.2. Lessons Learned from Registration and Activation of Micro Enterprises Savings Accounts	17
3.2.1. BPUM Program is Momentum for Improving Regional MSME Data	17
3.2.2. Regional Initiatives to Ensure Targeted Assistance	17
3.2.3. Registration Involving Village/Kelurahan Officials	19
3.2.4. Issues with Registration and Proposal	19
3.3. Lessons Learned from Disbursement and Utilisation of Micro Enterprises	20
3.3.1. Notification Process Using Technology (SMS and Web Service)	20
3.3.2. Beneficiary Activation Process and Activation Issues.....	20
3.3.3. Disbursement by Beneficiaries and Disbursement Constraints.....	22
3.3.4. The Majority of Assistance is Used for Productive Purposes	23
3.3.5. The Majority of Beneficiaries are Free from Additional Fees	23
3.4. Lessons Learned about Business Conditions and Coping Mechanisms in Facing the COVID-19 Pandemic	24
3.4.1. The Majority of Turnover is Below Standard and Experienced a Decrease in Sales... 24	
3.4.2. The Type of Business of the Majority of Beneficiaries is Retail Traders	26
3.4.3. The Majority of Micro Enterprise Beneficiaries Experience Business Difficulties ... 30	
3.4.4. The Majority of Beneficiaries Businesses were Established Long Ago.....	33
3.5. Expectation of Entrepreneurs for the Future and Synergy Between Programs.....	34
3.5.1. Complementarity of the BPUM Program with Other Programs	34
3.5.2. Most Expected Combination of Cash Assistance and Other Assistance.....	35
Section 4: Conclusion and Recommendations.....	37
4.1. Conclusions	38
4.2. Recommendations.....	39
REFERENCES	41
APPENDIX.....	42

List of Tables

Table 1: Budget Allocation for MSME Support in the PEN Program.....	3
Table 2: Sample List of BPUM Beneficiaries	9
Table 3: Data Proposed as Potential Beneficiaries as of October 2020.....	10
Table 4: Comparison of BPUM Program Distribution Realisation and the Economic Survey	10
Table 5: Distribution of BPUM by Proposer Institutions in 2020	11
Table 6: Advantages and Disadvantages of Online and Offline Registration.....	18

List of Figures

Figure 1: Mechanism for Nominating Micro Enterprises as Potential BPUM Beneficiaries	7
Figure 2: Statement Form and Proposed Potential BPUM Beneficiary Data.....	8
Figure 3: BPUM Program Monitoring Locations and Respondent Distribution.....	14
Figure 4: Examples of Additional Criteria Set by Regions	18

List of Graphic

Figure 1: Access to Program Information	15
Figure 2: Sources of Information	15
Figure 3: Proportion of Information/Socialisation Received by Proposer Institutions.....	17
Figure 4: Micro Enterprise Registration Methods for BPUM	19
Figure 5: Status of Beneficiaries' Success in Activating Accounts	21
Figure 6: Reasons Beneficiaries Have Not Been Successful in Activating Accounts.....	21
Figure 7: Status of Fund Withdrawal by Beneficiaries.....	22
Figure 8: Figure Utilisation of Program Assistance Funds	23
Figure 9: Additional Costs at Withdrawal.....	24
Figure 10 Business Operational Status	24
Figure 11: Turnover Profile of Business Units and Sales Conditions.....	25
Figure 12: Change in Business Sizes Between January 2020 and November 2020.....	26
Figure 13: Types of Businesses of BPUM Beneficiary Respondents.....	27
Figure 14: Business Unit Profile Based on Gender	28
Figure 15: Age Profile of Entrepreneurs.....	29
Figure 16: Business Unit Profiles by Region	30
Figure 17: Production Problems	31
Figure 18: Labour and Business Finance Problems.....	32
Figure 19: Cash Reserves of Micro Enterprises	32
Figure 20: Business Difficulties by Aspect.....	33
Figure 21: When BPUM Recipient Business Was Established	33
Figure 22: Assistance Programs Received by Entrepreneurs.....	34
Figure 23: Types of Assistance Expected during the Covid-19 Crisis.....	35
Figure 24: Proportion of Micro Enterprises by Use of Daily Transaction Records.....	35
Figure 25: Ownership of Tax ID and Type of Tax ID Owned.....	36



Section 1:

Introduction



Since it was first declared in Indonesia in early March 2020, the 2019 Coronavirus (COVID-19) pandemic has caused disruption in almost all sectors. The pandemic impacted not just public health, but almost all social and economic activities had to be temporarily halted to minimise the spread of the virus. Large-Scale Social Restrictions (*Pembatasan Sosial Berskala Besar*: PSBB) implemented by several regions became one of the factors that caused the disruption of economic activities that has led to recession.

An August 2020 report by Statistics Indonesia (*Badan Pusat Statistik*: BPS) stated that the Indonesian economy contracted by 5.32 per cent (yoy)¹ in the second quarter of 2020. In the first quarter of 2020, BPS reported that the Indonesian economy only grew by 2.97 per cent, considerably lower than the 5.02 per cent growth in the same period in 2019. This weakening economic performance happened not only in the formal sector, but also in the informal sector, especially among micro, small, and medium enterprises (MSMEs).

The Asian Development Bank (ADB) rapid survey showed the poor state of MSMEs in Indonesia, with one-half of MSMEs forced to close their businesses and the remainder having to operate with a drastic decline in turnover in March and April². The financial impact on MSMEs saw a serious decline in their working capital. Some 88 per cent of micro enterprises reported having no savings and having run out of money during the pandemic. Access to formal financing is limited, as reflected in the 39 per cent of MSMEs that had to rely on loans from family for their finances.

Micro enterprises in particular are most vulnerable to change because their business is subsistent in nature with no alternative business capital. A survey conducted by the Ministry of Cooperatives and SMEs through the *Siapbersamaumkm.com* portal shows that 19 per cent of MSMEs experienced cash flow problems and a lack of access to business capital.

The government has taken various measures to dampen the impact of the COVID-19 pandemic, specifically for this most vulnerable group. One of the efforts is to provide assistance for micro entrepreneurs through the Presidential Productive Assistance for Micro Enterprises Program (*Banpres Produktif Usaha Mikro*: BPUM), that was launched by the president on 14 July 2020 with a symbolic delivery of assistance to several micro entrepreneurs at the state palace. This program is expected to provide working capital assistance for micro entrepreneurs.

The BPUM program is a follow up to the president's directive regarding the assistance scheme for MSME entrepreneurs categorised as poor and vulnerable to being affected by the COVID-19 pandemic. This assistance is among the priority programs of the National Economic Recovery (*Pemulihan Ekonomi Nasional*: PEN) Program and one of the government's responses to the COVID-19 pandemic.

Through Presidential Regulation No. 72/2020 amending Presidential Regulation No. 54/2020 on Changes to Posture and Details of the State Revenue and Expenditure Budget for the 2020 Fiscal Year, the government has shown its commitment by setting the budget for managing COVID-19 under PEN at up to IDR 695.1 trillion. One of the PEN allocations is for MSME financing—primarily aimed at sustaining MSMEs, supporting banking activities in channelling credit to MSMEs, and protecting the stability of the financial system.

Table 1 details the budget to support MSMEs—totalling IDR 128.21 trillion. In the discussion between the Ministry of Finance (MoF) and the vice president on 15 July 2020, the budget for BPUM was

¹ *Pertumbuhan Ekonomi Indonesia Triwulan II-2020* (BPS, 2020).

² Shigehiro Shinozaki dan Paul Vandenberg dalam *Impact of COVID-19 on Micro, Small, and Medium-Sized Enterprises in Developing Asia: Evidence from the Rapid Surveys* (ADB, 2020).

planned at IDR 30.3 trillion. The president later gave the direction about the number of MSMEs that would benefit from this program—namely 15.9 million micro entrepreneurs impacted by the pandemic. In the initial phase, this program targeted 9.1 million micro enterprises with a total budget allocation of IDR 22.01 trillion. The budget was later increased to a total budget of IDR 28.8 trillion with 12 million micro enterprises beneficiaries.

Table 1. Budget Allocation for MSME Support in the PEN Program

Form	Strategy	Value (Trillions of Rp)
Relaxation and Additional Credit		89.80
Credit Restructuring	Placement of Government Funds	67.60
Credit Interest Subsidy		19.00
Working Capital Credit	Guarantee Services Fees (<i>Imbal Jasa Penjaminan: IJP</i>)	2.20
	Working Capital Guarantee Reserves	1.00
Other MSME Support		38.41
	DTP Final (Income) Tax	1.10
	Cooperative investment financing through LPDB	1.29
	Productive Assistance (BPUM)	28.8
Total		120.81

Source: Ministry of Finance, 2020.

The beneficiaries of BPUM Program are micro businesses, including micro-home businesses and other businesses operating in the informal sector. Primarily, the program targets micro businesses that are not bankable, legal entities, not yet taxpayers, and not engaged in the industrial sector.

This report is intended to document learning in the distribution of BPUM, a new program for the Ministry of Cooperatives and SMEs that needed to be implemented within a short period of time and the first such program in Indonesia. Stakeholders are expected to get a picture of the scheme and risk mitigation in the implementation of the distribution from the side of program implementers, proposer institutions, channeling bank, as well as assistance beneficiaries, and be able to identify measures that are needed to improve future program implementation. It also describes the program monitoring process and provides information on the profile of BPUM beneficiaries, the impact of the COVID-19 pandemic on businesses, and their expectations for programs that are needed to support their business going forward.



Section 2:

Assistance for Micro Enterprises (BPUM) Policy



The PEN program is not limited to allocating the budget for a social safety net, such as social assistance and government assistance. This program also targets ultra-micro and micro enterprises that meet the criteria of not accessing credit from for capital investment, not legally incorporated, are not yet taxpayers, and their business is not engaged in the industrial sector. One of the legal umbrellas is the Minister of Finance Regulation No. 168/2015 amended by Minister of Finance Regulation No. 173/2016 regarding Mechanism for Implementing Government Assistance in Ministries/Institutions.

Minister of Finance Regulation No. 168/2015 stipulates that government assistance is assistance that does not meet the criteria for social assistance provided by the government for individuals, community groups, or government/non-government institutions. The regulation also stipulates that the budget user is the minister/head of institution who is responsible for budget management at the relevant ministry/institution. It is on that basis that the budget for the BPUM Program is included in the 2020 Budget Execution List of the Ministry of Cooperatives and SMEs.

The Ministry of Cooperatives and SMEs regulates the procedures for delivering the BPUM Program through the Minister of Cooperatives and SMEs Regulation No. 6/2020 and Guidelines for Implementation of BPUM No. 98/2020. Both documents stipulate in detail the forms of assistance, criteria, and requirements for beneficiaries.

In the Minister of Cooperatives and SMEs Regulation No. 6/2020, BPUM Program assistance shall be disbursed once only in cash in the amount of IDR 2.4 million per micro entrepreneur who meets certain criteria. The assistance that is disbursed directly to BPUM beneficiary accounts shall be considered as a grant.

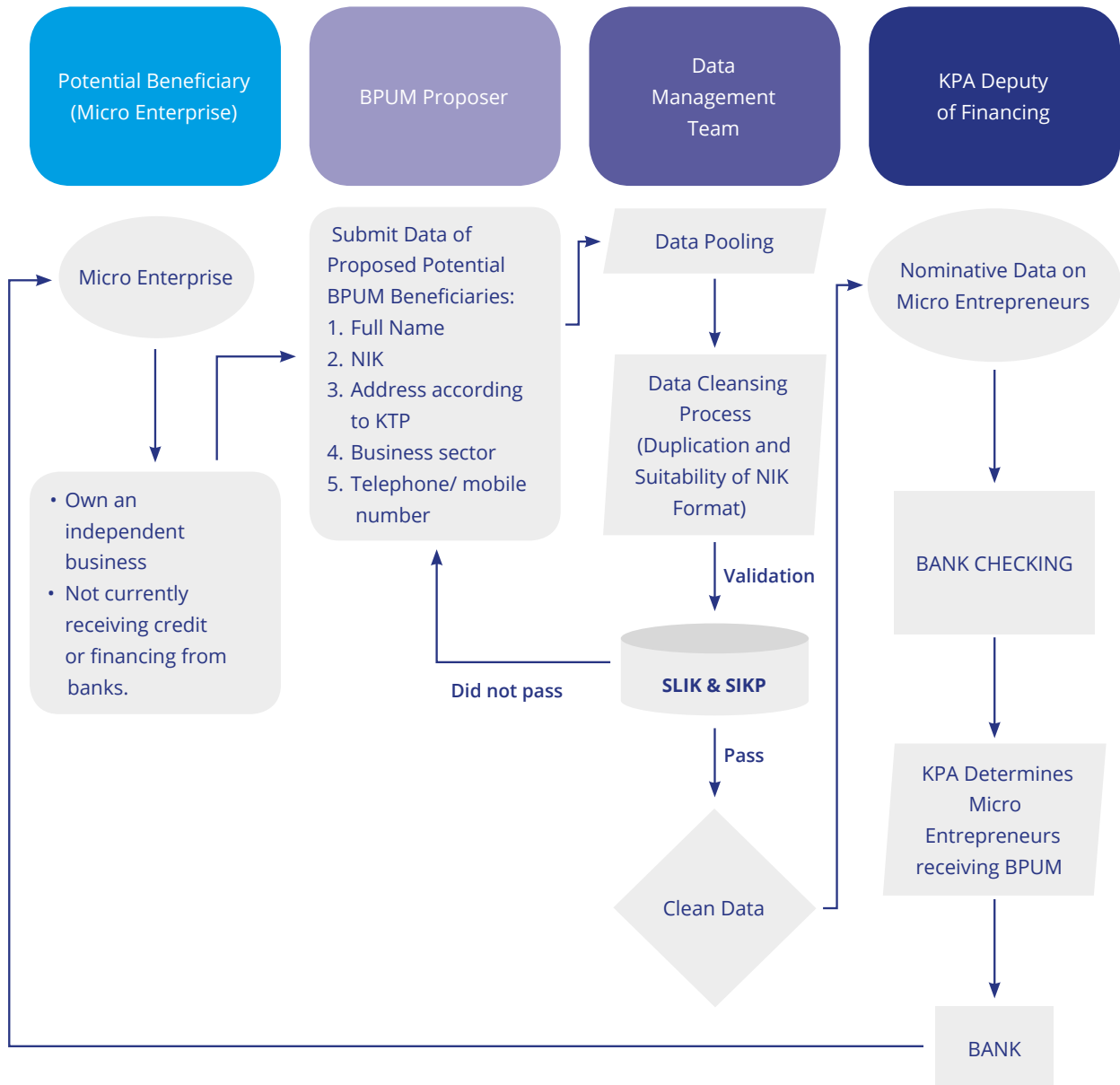
The criteria for BPUM beneficiaries based on the regulation of the Minister of Cooperatives and SMEs include:

1. Indonesian citizen;
2. Have a resident identification number (*Nomor Induk Kependudukan*: NIK).
3. Own a micro enterprise as proven by a BPUM potential beneficiary proposal letter from the BPUM proposer and its attachments, which are treated as one entity; and
4. Not a civil servant, member of the national military/police, nor an employee of an SoE/ regional SoE.

Due to the unavailability of database of micro businesses, ID Number, *by name by address*, the target beneficiaries of the BPUM Program are determined based on proposals from an appointed Proposer Institution and its mechanism is regulated (see Figure 1). Based on the Regulation of the Minister of Cooperatives and SMEs, micro entrepreneurs who wish to apply must go through the appointed proposer institution, such as the regional government office in charge of cooperatives and MSMEs at the provincial and district/municipal levels, a cooperative that has been legally constituted, ministries/institutions, banks and finance companies registered with the Financial Services Authority (*Otoritas Jasa Keuangan*: OJK), as well as state-owned enterprises (*Badan Usaha Milik Negara*: BUMN) and general service agencies (*Badan Layanan Umum*: BLU) in charge of managing revolving funds for cooperatives and/or MSMEs.

The procedure for proposing micro enterprises as potential beneficiaries of the BPUM Program is as described in Figure 1. The application mechanism also includes a disbursement scheme by banks.

Figure 1. Mechanism for Nominating Micro Enterprises as Potential BPUM Beneficiaries



Source: Ministry of Cooperatives and SMEs, 2020.

The explanation for Figure 1 is as follows:

1. Micro enterprises that are potential beneficiaries shall be micro enterprises that own an independent business and are not currently receiving credit or financing from banks.
2. Data on proposals from the cooperatives office and financial institutions shall be submitted to the Ministry of Cooperatives and SMEs and processed by the Data Management Team through data pooling, data cleaning processes, SLIK validation (by OJK) and SIKP validation (by Ministry of Finance).
3. The Ministry of Cooperatives and SMEs then handles the initial data processing or cleansing to eliminate the possibility of duplicate data or inconsistent format before proceeding to the verifier or validator. The data cleansing process includes:
 - a. Micro enterprise owner that was proposed by one institution has the same identities with potential BPUM beneficiaries proposed by other institution.
 - b. Identification number does not match the population administration format.
 - c. Incomplete document requirements.
 - d. Micro Enterprise owner currently receiving credit (KUR) or loan by bank.

4. After the cleansing process by ODS, data is then verified and validated in MoF's Program Credit Information System (*Sistem Informasi Kredit Program: SIKP*) and OJK's Financial Information Service System (*Sistem Layanan Informasi Keuangan: SLIK*) for further validation.
5. Verification results are submitted to the Proxy of Budget User (*Kuasa Pengguna Anggaran: KPA*) to be determined, then a Decree (*Surat Keterangan: SK*) and payment order (*Surat Perintah Membayar: SPM*) are issued.
6. KPA determines the micro entrepreneurs receiving the BPUM and submits the SPM to State Treasury Service Office (*Kantor Pelayanan Perbendaharaan Negara: KPPN*) to issue a funds disbursement order (*Surat Perintah Pencairan Dana: SP2D*).
7. KPPN channels the BPUM funds to a channelling bank (SoE bank network) escrow account.
8. Channelling banks disburse the funds from the escrow account to the beneficiary accounts.

Based on steps 1 and 2 above, the cooperatives offices and financial institutions may propose potential assistance beneficiaries by submitting a statement and data proposal to the Ministry of Cooperatives and SMEs.

Instructions for completing the statement and data proposal for potential BPUM beneficiaries are detailed in Figure 2:

1. Fill in the name of the official in charge.
2. Fill in the position of the official in charge.
3. Fill in the name of the institution proposing the data for potential BPUM beneficiary.
4. Fill in the number of proposed potential micro enterprises BPUM beneficiaries.
5. Fill in the location and date of issuance of the letter.
6. Fill in with name and signature of the authorised official and affix with official seal of the proposer institution.

Figure 2. Statement Form and Proposed Potential BPUM Beneficiary Data

Declaration of BPUM Proposer	
PROPOSAL FOR BPUM RECIPIENTS	
In accordance with the implementation of Sections 5 and 8 of the Regulation of the Minister of Cooperatives and SMES No. 6/2020, the below signatory:	
Name	:(1)
Office	:(2)
Institution	:(3)
Declares that:	
<ol style="list-style-type: none"> 1. We propose the beneficiaries for BPUM as per the attachment. 2. Data on the micro business operators being proposed as BPUM recipients (a total of in the attached list) is correct and without prejudice. 	
We take full responsibility for the proposal and this statement.	
.....(5)	
Name of Proposing Institution	
(6)	
Name of Responsible Official	

Source: Ministry of Cooperatives and SMEs, 2020

A sample format of the list of potential BPUM beneficiaries is shown in Table 2.

Table 2. Sample List of BPUM Beneficiaries

NO.	NIK	FULL NAME	Place of residence	Nature of business*	Telepone number
1	3182051507640003	Ahmad Riyadi	Jl. Gas Alam 17, Kec Menteng, Jakarta	Workshop	0812222222
Dst.					

* (not a business managed by ASN, TNI members, POLRI members, BUMN employees, and BUMD employees)

Name of the Proposing Institution
Name of the Responsible Officer

Source: Ministry of Cooperatives and SMEs, 2020

BPUM Program Socialisation Plan

The Ministry of Cooperatives and SMEs is responsible to do program socialisation, both directly to the regions involving many parties, including relevant local government offices, as well as through mass media and online on various social media channels. Socialisation to offices in charge of cooperatives and MSMEs in provinces and districts/municipalities throughout Indonesia was conducted by teleconference via Zoom platform. Online socialisation such as virtual Zoom meetings has not been optimised due to time issues and limited face-to-face encounters because of the Covid pandemic.

The Deputy of Financing of the Ministry of Cooperatives and SMEs as the KPA of the BPUM Program has stipulated Decree No. 101/2020 regarding Establishment of a Working Group of eight persons per province for Distribution of BPUM for Provinces/Special Regions. The working group's tasks and functions include coordinating BPUM activities with related parties in provinces and districts/municipalities; socialising the BPUM Program with related parties; assisting with the verification of data, information, and administrative requirements; accelerating BPUM Program implementation in line with expected objectives; and evaluating the BPUM Program implementation. The working group may also be asked to provide input in determining BPUM beneficiaries.

Micro Enterprise Proposal and Registration Process

There are two mechanisms for proposing BPUM beneficiaries: (i) the entrepreneurs are proposed directly by the proposer institution from the central level by using the database owned by the proposer; or (ii) entrepreneurs may register independently with the proposer institution. When registering, micro entrepreneurs only need to provide their NIK, full name, residential address according to their residential identity card (*Kartu Tanda Penduduk: KTP*), business sector, and telephone number as stated in the Regulation of the Minister of Cooperatives and SMEs No. 6/2020 in the attached sample list of potential beneficiaries (Table 2).

Coordination of data collection shall refer to the letter of the Secretary of the Ministry of Cooperatives and SMEs No. 367/SM/VIII/2020 on Data Collection for the BPUM Program dated 4 August 2020, as well as the Secretary of the Ministry of Cooperatives and SMEs Decree No. 491/SM/X/2020 dated 6 October 2020 on Extension of BPUM Program Data Collection.

By October 2020, data on 22.19 million potential beneficiary entrepreneurs had been collected. From this data, the Ministry of Cooperatives and SMEs only handled the initial data processing or cleansing to eliminate the possibility of duplicate data or inconsistencies with the format before proceeding to SLIK dan SIKP. Based on the cleansing process, by October 2020, clean data on 15.6 million potential beneficiaries had been obtained³

³ Ministry of Cooperatives and SMEs, October 2020.

The data was then verified and validated in the MoF's SIKP and the OJK's SLIK. Potential beneficiaries who pass are processed as nominees before being stipulated by the KPA as beneficiaries of BPUM⁴

Table 3. Data Proposed as Potential Beneficiaries as of October 2020

Proposer Institution	Micro Enterprise	
	Amount (Unit)	Per cent (%)
BUMN/BLU	11,891,489	53.6%
Banking/Financing Agency	4,081,138	18.4%
Cooperatives	370,762	1.7%
Office Of Cooperatives and Smes	5,642,326	25.4%
Ministries/Institutions	203,389	0.9%
TOTAL	22,189,104	100.0%

Source: Ministry of Cooperatives and SMEs, 2020.

Note: Net data totalled 15,600,785 so the program exceeded the target of 12 million beneficiaries by 3,600,785.

The plan for the distribution of BPUM between regions is also carried out by considering the distribution of micro and small enterprises that was obtained from the 2016 BPS Economic Survey which was projected until 2020. From Table 4, it can be seen that the distribution of the BPUM Program is almost the same as the distribution of MSMEs based on the 2016 BPS Economic Survey data which has been projected until 2020 between the western region (including Sumatra and Java) and the eastern region (including Kalimantan, Sulawesi, Bali and Nusa Tenggara, Maluku and North Maluku, and Papua and West Papua).

Table 4. Comparison of BPUM Program Distribution Realisation and the Economic Survey

Region	Total Population	Total MSE (SE 2016*)	Distribution Quota	SK Realisation (Stage 31)
Western Region ▪ Sumatra ▪ Java	211,787,000 78 %	20.6 Million 79 %	8.5 Million 71 %	9.4 Million 78.17 %
Eastern Region ▪ Kalimantan ▪ Sulawesi ▪ Bali & Nusa Tenggara ▪ Maluku & North Maluku ▪ Papua & West Papua	59,279,400 22 %	5.3 Million 21 %	3.4 Million 29 %	2.6 Million 21,83 %

Source: Ministry of Cooperatives and SMEs, 14 December, 2020.

* 2016 Economic Census that includes MSMEs (does not include the agricultural sector)

Several risk mitigations have also been designed by the Ministry of Cooperatives and SMEs in the distribution of the BPUM Program, including:

1. Ensuring that the proposer institution is an institution that also provides guidance to micro enterprises and requiring the proposer institution to do the verification as the party responsible for the accuracy of the applicants' data.
2. Distributing institutions (BRI, BNI, and BNI Syariah) will carry out the Know Your Customer (KYC) process to ensure the accuracy of beneficiary data. Beneficiaries that have passed the entire process are required to sign a statement of responsibility for the data submitted according to the Minister of Cooperatives and SMEs Regulation No. 6/2020.

⁴ Ministry of Cooperatives and SMEs, December 2020.

3. Implementing risk mitigation supported by BPKP and channeling bank to prevent disbursements from being mistargeted.
4. The Supreme Audit Board (BPK) conducts audits to ensure that the assistance distribution is on target and has proper implementation governance.
5. Preparation of monitoring and evaluation, besides being carried out internally by the Deputy for Financing and Government Internal Audit Apparatus (APIP), is also supported by TNP2K to monitor and achieve performance targets, transparency, and suitability of implementation and assistance distribution.

Micro Enterprise Assistance Distribution and Disbursement Process

Since it was launched on 24 August 2020 by President Joko Widodo at the state palace, BPUM disbursement realisation has now reached 100 per cent, targeting 12 million micro entrepreneurs with a budget of IDR 28.8 trillion. The disbursement realisation per proposer institution is shown in Table 5.

In conducting the disbursement process, the channeling institutions (BRI, BNI, and BNI Syariah) carry out further validation, as follows:

- a. Conduct a KYC process for potential BPUM beneficiaries for the purpose of opening accounts.
- b. Conduct the KYC process for account activation.
- c. Request, examine, and keep the required SPTJTM of the potential BPUM participants that have been designated.
- d. Activate the accounts of BPUM beneficiaries that have met the requirements as mentioned in point b and c above.
- e. Transfer funds from the escrow account to the account of the BPUM beneficiaries no later than 15 business days from the time the funds were deposited in the escrow account.
- f. Return any unused funds in the escrow account to the state treasury on the orders of the commitment making official (*Pejabat Pembuat Komitmen*: PPK).

By 14 December, 2020, disbursements had been made to 12 million micro business owners through the BRI Other Government Accounts (*Rekening Pemerintah Lainnya*: RPL) and BNI RPL accounts. The total BPUM Program funds that have been disbursed through the BRI RPL for 7,805,798 entrepreneurs reached IDR 18.7 trillion while the total BPUM Program funds that has been disbursed through the BNI RPL for 4,194,202 entrepreneurs reached IDR 10.1 trillion.

Table 5. Distribution of BPUM by Proposer Institutions in 2020

No.	Proposer	Stipulation Decree (Sk)		
		Total of Micro Enterprises	% of Total Beneficiaries	Value In IDR
1	Dinas KUKM (Offices Of Msmes)	5,246,540	43.72	12,591,696,000,000
2	Cooperatives	294,389	2.45	706,533,600,000
3	Ministries/Institutions	132,726	1.11	318,542,400,000
4	Banking	868,716	7.24	2,084,918,400,000
5	BUMN/BLU (SoEs/PUBLIC SERVICE AGENCIES)	5,457,629	45.48	13,098,309,600,000
TOTAL		12,000,000	100.00	28,800,000,000,000

Source: Ministry of Cooperatives and SMEs, 14 December, 2020.



Section 3:

Notes on BPUM Implementation Based on Monitoring Results



To learn about the effectiveness of BPUM Program assistance, the Ministry of Cooperatives and SMEs with TNP2K collaborated for joint monitoring in 12 selected provinces, namely Aceh, West Sumatra, Lampung, DKI Jakarta, West Java, Central Java, East Java, Bali, West Nusa Tenggara, East Nusa Tenggara, South Kalimantan, and South Sulawesi. Data was collected by combining both quantitative and qualitative methods. The quantitative data collection methodology was done by telephone interviews with BPUM micro entrepreneur beneficiaries using a questionnaire that included questions about the business profiles, experience in accessing the BPUM Program, utilisation of the BPUM Program, and impact of COVID-19 on the program beneficiaries' businesses.

Sampling was calculated representatively based on the proposer institution that proposed a list of potential BPUM beneficiaries. The sample was selected using random sampling after considering selected proposer institutions, provinces, and districts/municipalities. The sample was selected from the list of BPUM beneficiaries from the decree for BPUM distribution up to the tenth distribution stage.

The number of business owners receiving BPUM who were interviewed were 1,261 respondents, drawn from the six proposer institutions, with the following breakdown:

- BRI: 231 respondents
- *Bank Wakaf Mikro (BWM)*:⁵ 182 respondents
- Cooperatives Office: 239 respondents
- Cooperative Movement: 185 respondents
- *Pegadaian* (State pawn broker company): 193 respondents
- *Permodalan Nasional Madani (PNM)*:⁶ 231 respondents

Qualitative data collection was done by in-depth telephone interviews with:

- District/municipality cooperatives offices: 33 informants
- Channeling bank: 13 informants from BRI and 8 informants from BNI/BNI Syariah
- Other proposer institutions: 11 informants from *Pegadaian*, 15 informants from PNM, 7 informants from BWM, and 6 from cooperatives.

Figure 3. BPUM Program Monitoring Locations and Respondent Distribution



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

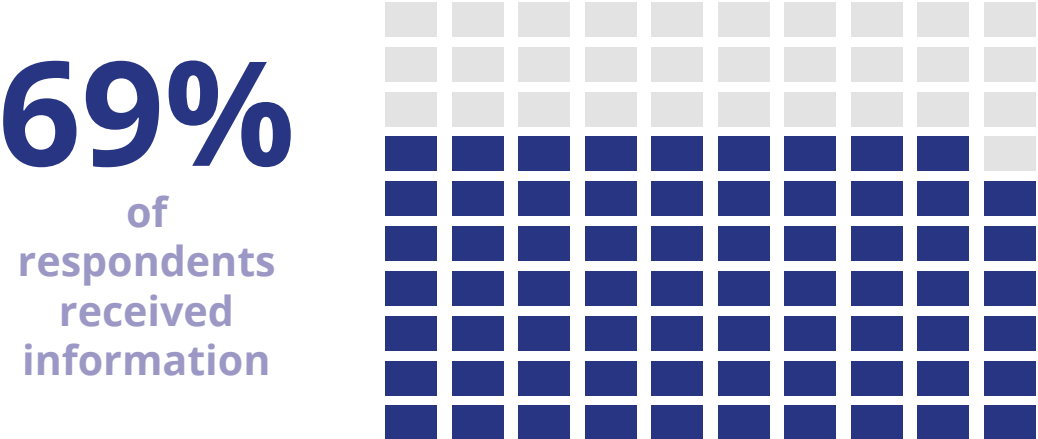
⁵ *Bank Wakaf Mikro (BWM)* is a Syariah micro finance institution that is registered with and supervised by OJK.

⁶ *Permodalan Nasional Madani (PNM)* is an SoE that operates in the financial services sector.

3.1. BPUM Program Socialisation

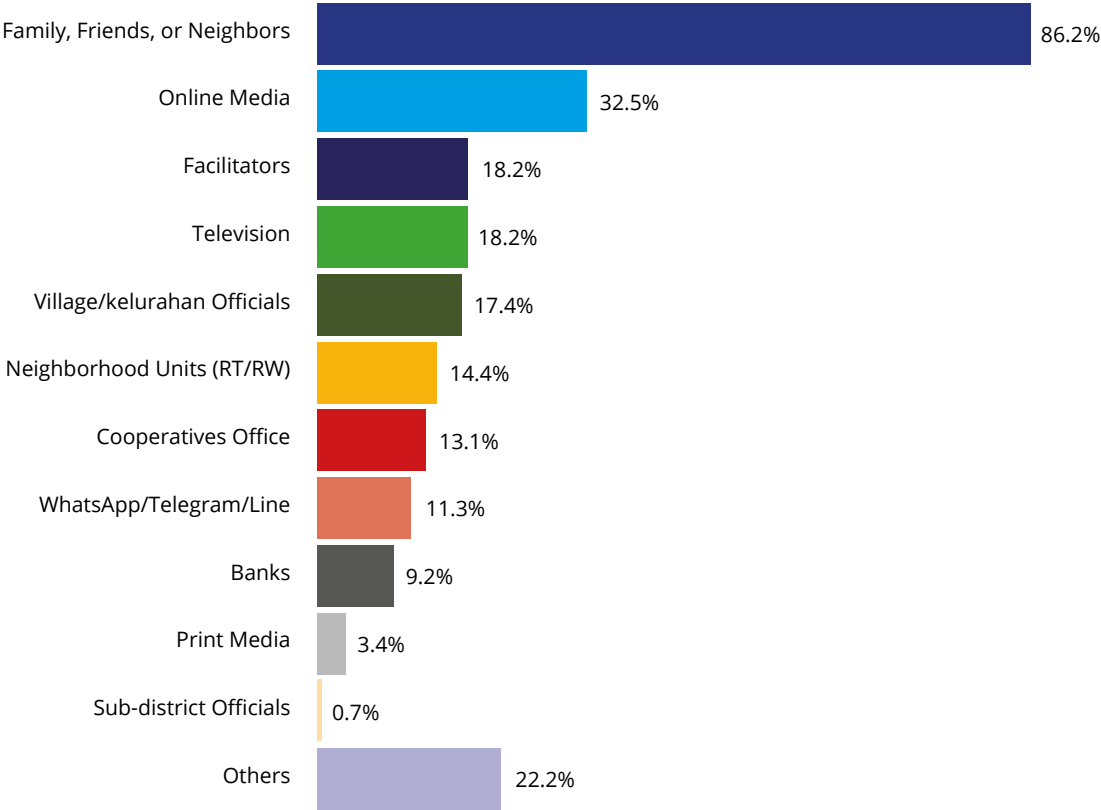
From the monitoring result, the majority of beneficiaries (around 69 per cent) knew about the BPUM Program (Graphic 1). This number is deemed quite good when compared to other government programs at their initiation. As for the source of information from where the micro enterprises learned about the BPUM Program, participation requirements, and registration methods, most respondents (86.2 per cent) said they learned from family, friends, or neighbours. The second largest source of information was online media at 32.5 per cent (Graphic 2).

Graphic 1. Access to Program Information



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: N = 1,261.

Graphic 2. Sources of Information



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: Answers may be more than one.

During the COVID-19 pandemic, outreach was done mostly online. With prohibitions on gathering and social distancing, the most effective way of broadcasting information is through mass media and social media, to WhatsApp group chat, local print media, radio and television.

Cooperatives and MSMEs offices at the provincial and district/municipality levels conducted outreach by:

- Virtual meetings and disseminating information through instant messages or in WhatsApp group chats to district/municipal cooperatives and MSMEs offices about general information, requirements, and mechanisms of the BPUM Program.
- Utilising print media, radio, local TV, and social media to provide information on the BPUM Program, participation requirements, and how to register, both online and offline.

District/municipal cooperatives and MSMEs offices also conducted outreach to:

- Sub-districts and ward/villages to open registration for micro enterprises in their respective regions.
- Cooperatives that are registered in the districts/municipalities to recommend their micro enterprise members to the district/municipal cooperatives and MSMEs offices.

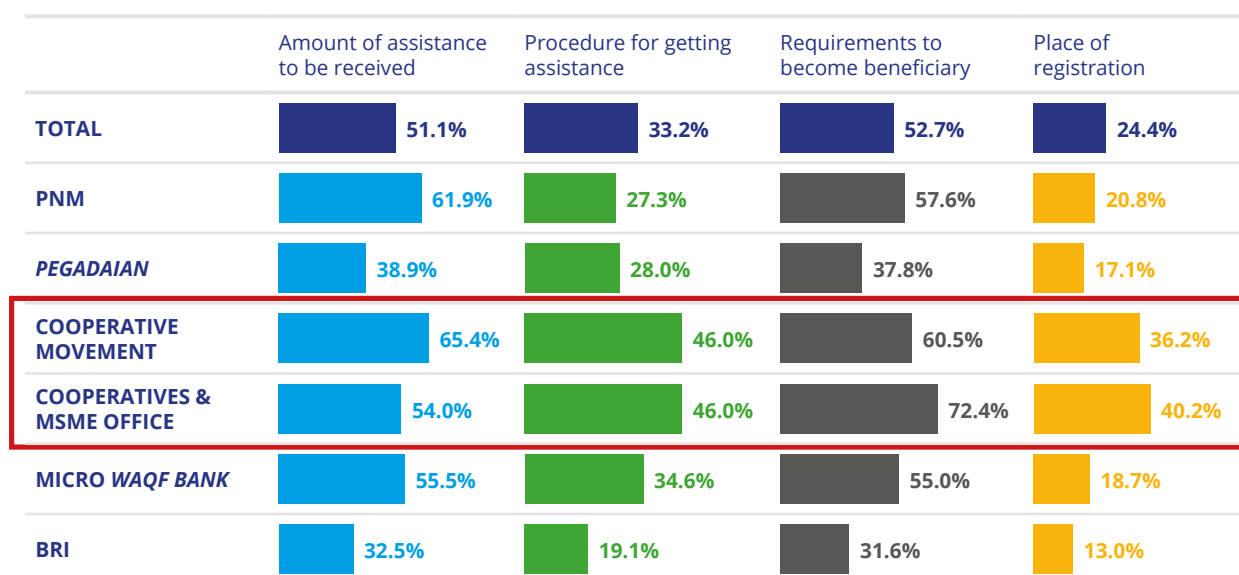
Socialisation by other proposer institutions was carried out by field facilitators or administrators at the regional level, such as:

- PNM conducting outreach through field facilitators using group meetings or business WhatsApp group chats.
- BWM conducting outreach through BWM administrators using business group meetings.
- Central *Pegadaian* only conducting outreach to its work units (regional/area/branch offices) online.
- Banks (BRI, BNI, and BNI Syariah) conducting outreach to field officers (sales and branchless banking agents).

Based on monitoring results, the micro enterprises proposed by cooperatives and MSMEs offices as well as the cooperative movement tend to have more complete information about the BPUM Program (Graphic 3). In fact, with these two types of institutions, more than 60 per cent of the micro entrepreneurs have complete knowledge of the information related to assistance amounts and the conditions for receiving the assistance.

Information related to requirements to be a BPUM beneficiary and the amount of assistance to be received, IDR 2.4 million, is the most widely known to respondents at 52.7 per cent and 51.1 per cent respectively. Meanwhile, information on the place of registration is the information least known by micro enterprises. Only 24 per cent of all respondents claimed to know where to register for the BPUM Program.

Graphic 3. Proportion of Information/Socialisation Received by Proposer Institutions



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

Meanwhile, the information received by respondents from other proposer institutions, especially regarding beneficiary requirements and proposal mechanism, was deemed inadequate. This is because the ministerial regulation regarding the program and program implementation instructions was only known to district/municipal cooperatives and MSMEs offices and other proposer institutions after the first stage registration and proposals were ongoing. While BPUM is a government responsive program that is urgent and must be executed as soon as possible, administrative procedures and finalisation of the guidelines and implementation instructions require time. As a result, socialisation that was done at the beginning of the program must be repeated after the guidelines and program implementation instructions were approved.

3.2. Registration and Activation of Micro Enterprises Savings Accounts

3.2.1. BPUM Program is Momentum for Improving Regional MSME Data


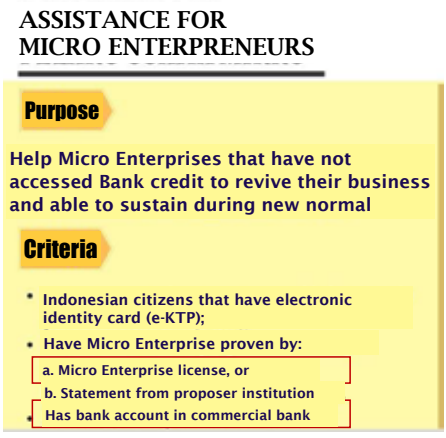
To support the BPUM Program, the cooperatives and MSMEs offices opened online and offline micro enterprises registration to be proposed to Kemenkop UKM . Information regarding the registration was conveyed to the public through mass media, social media, and through villages/*kelurahan*. Offline registration was carried out at the district/municipality and village/*kelurahan* cooperatives and MSMEs offices as business certificates are issued by villages/*kelurahan*. With massive registrations across regions, this can indirectly improve and update the existing database in the district/municipal cooperatives and MSMEs offices simultaneously and concurrently. Thus far, the MSME data has not been the latest nor the most complete data.

3.2.2. Regional Initiatives to Ensure Targeted Assistance

Some regions have taken anticipatory steps to ensure that entrepreneurs who register for the BPUM Program are truly classified as a micro enterprise (Figure 4). For this reason, several regions set additional criteria for receiving BPUM Program assistance. For example, DKI Jakarta required a micro enterprise beneficiary to be a banking customer with a savings balance of IDR 2 million. Other general requirements included having a KTP, a NIK, an active and productive micro enterprise activity, and a business located in DKI Jakarta.

Another example is in Ciamis District. Ciamis stipulated criterias that beneficiaries must have a micro-small business license or a statement from the proposer institution and have an account at a commercial bank. In Bali, an additional requirement from the cooperatives and MSME office is a stamped statement that the micro enterprise has never received other assistance such as PKH, Basic Food Program (*Program Sembako*), and PBSU (*Program Bantuan Stimulus Usaha* or Business Stimulus Assistance Program).⁷ The reason for these additional requirements is to ensure equitable distribution of assistance.

Figure 4. Examples of Additional Criteria Set by Regions

a. DKI Jakarta	b. Kabupaten Ciamis
 <p>PRODUCTIVE ASSISTANCE PROGRAM FOR MICRO ENTERPRISES</p> <p>criteria:</p> <ul style="list-style-type: none"> Has Identity Card (KTP) and Population Identification Number (NIK) Has an active and productive micro enterprise Bank customer Micro Enterprise with a savings balance of the potential beneficiary < IDR 2,000,000 (two million rupiah) Has a business domiciled in DKI Jakarta <p>registration link : bit.ly/Datucolonpenerimabantuan</p>	 <p>ASSISTANCE FOR MICRO ENTREPRENEURS</p> <p>Purpose</p> <p>Help Micro Enterprises that have not accessed Bank credit to revive their business and able to sustain during new normal</p> <p>Criteria</p> <ul style="list-style-type: none"> Indonesian citizens that have electronic identity card (e-KTP); Have Micro Enterprise proven by: <ul style="list-style-type: none"> a. Micro Enterprise license, or b. Statement from proposer institution Has bank account in commercial bank

Registration process in a number of regions was conducted offline by opening registration directly at the cooperative office and at the village/*kelurahan* office or neighbourhood/community unit. Some regions conducted registration online through the web page to speed up the process. The two registration methods have advantages and disadvantages as shown in Table 6.

After data collection through the registration process, several regions coordinate with BPKP to verify the potential beneficiaries and to ensure that BPUM distribution is on target and has proper implementation governance. Other proposer institutions apart from the cooperative offices generally do not conduct field verification because the proposed micro enterprises originate from the proposer institution's own database who are under their guidance. *Pegadaian* in the district/municipality verifies the micro enterprises when the beneficiary certificate has been received. Verification is done to ensure that customers proposed by the central *Pegadaian* office indeed own micro enterprises. In addition, some distributing bank branches also require a certificate from *Pegadaian* before unblocking the beneficiary accounts and disbursing assistance.

Table 6. Advantages and Disadvantages of Online and Offline Registration

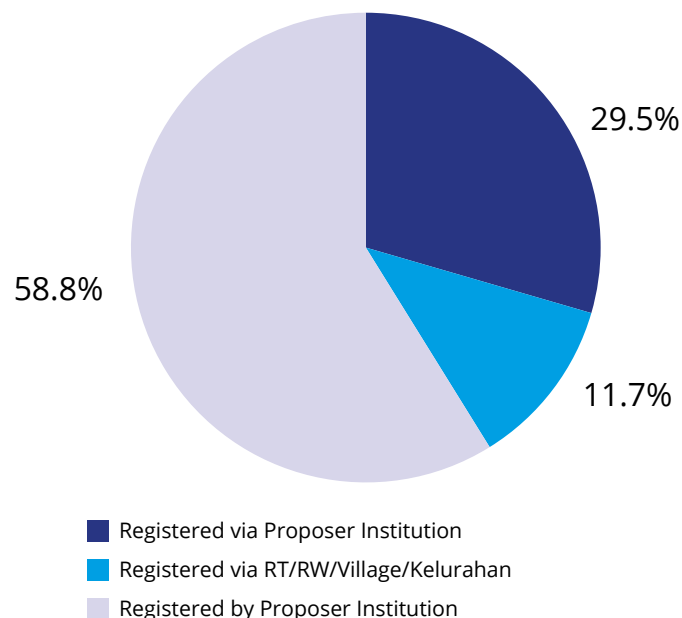
Type of Registration	Advantage	Disadvantage
Online Registration	<ul style="list-style-type: none"> Reduces crowds/queues. No need to spend time and money to reach registration location. Micro enterprise data is directly entered into the system, the cooperatives office does not need to input applicant data. 	<ul style="list-style-type: none"> Network connection is not always good so it is not easily accessible to all applicants. The cooperatives office also sometimes finds it difficult to download applicants' data. There is no one to help individual applicants if they do not understand how to fill out the registration form. Online registration is not widely used by many applicants.

Type of Registration	Advantage	Disadvantage
Offline Registration	<ul style="list-style-type: none"> • More accessible to applicants who are less tech-savvy. • No network issues so registration can be opened down to the village level where there may not be signal coverage. • Attendants are available to help applicants who do not understand how to fill out the registration form. 	<ul style="list-style-type: none"> • Creates queues and crowds at registration points. • Applicant data must be input into the system, thus taking longer to process proposals.

3.2.3. Registration Involving Village/Kelurahan Officials

Although the majority of BPUM beneficiaries were registered by central proposer institutions, monitoring results show that 41.2 per cent of micro enterprises registered independently (Graphic 4). As many as 29.5 per cent registered directly with the cooperatives and MSMEs offices and the remaining 11.7 per cent registered through RT/RW or village/kelurahan apparatus.

Graphic 4. Micro Enterprise Registration Methods for BPUM



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: N = 1,261.

3.2.4. Issues with Registration and Proposal

Registration process of potential beneficiaries faced some problems in almost all regions:

1. The number of applicants was below the target: A number of cooperatives offices that opened online registration did not get the number of applicants as expected, so they opened offline registration.
2. Applicant data was not filled completely: A lot of the proposed applicant data was not filled completely at first, so the channeling banks had to conduct further administrative verification. This occurred due to time constraints and demands that assistance be distributed as soon as possible during the first stage. During the next distribution phase the filling and checking of registration forms improved.

After registering and verifying the potential beneficiaries data, the cooperatives offices and other proposer institutions then submitted a list of proposed beneficiaries to the Ministry of Cooperatives and SMEs.

Some issues in proposing potential beneficiaries are:

1. Lack of database on micro entrepreneurs: The micro enterprise database of the district/municipal cooperatives offices was incomplete and not updated—requiring the cooperatives offices to open registration to capture more micro enterprises to be proposed.
2. Limitations in conducting verification:
 - Cooperatives offices have a limited budget, human resources, and time to carry out direct (field) verification on the feasibility of micro enterprises. The cooperatives offices, therefore, asked for additional requirements for business verification: a letter from the village certifying their business and a photo of the applicant with a background of the business or photo of the business from the applicant.
 - Proposer Institution also have human resource limitations to process administrative verification and input data.
3. Duplication of entrepreneur’s data: One entrepreneur may be proposed by more than one proposer institution because there is no coordination between the proposer institutions. As a result, many proposals are rejected by the central system.

3.3. Disbursement and Utilisation of Micro Enterprises

3.3.1. Notification Process Using Technology (SMS and Web Service)

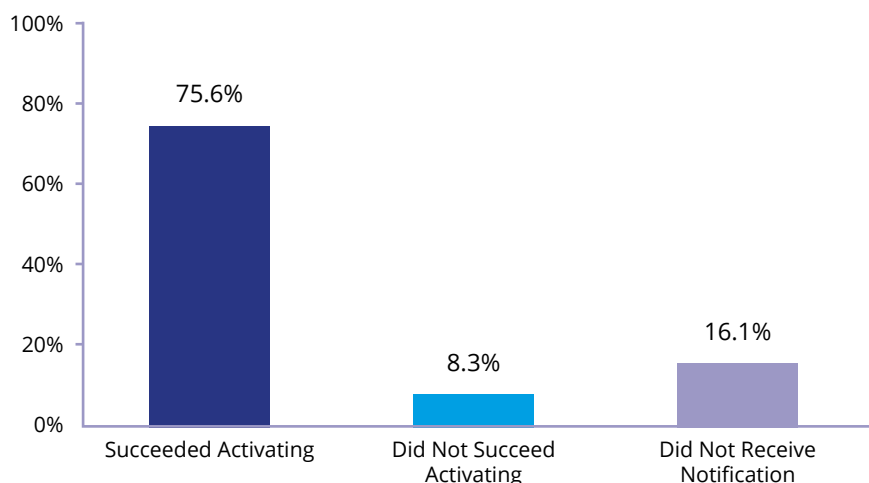
Based on distribution data from the central government, banks in the regions will notify potential beneficiaries of disbursement. This notification is generally made by channeling bank, however, some also cooperate with proposer institutions.

- a. BRI
 - BRI as the distributing bank for micro enterprises proposed by BRI, cooperatives office, *Pegadaian* and cooperatives, delivers direct notification to beneficiaries via SMS.
 - Beneficiaries can also check whether they are beneficiaries through the BRI website by entering their NIK in the column provided.
- b. BNI collaborates with PNM in delivering information.
 - BNI as the distributing bank for micro enterprises proposed by PNM does not convey information directly to beneficiaries about disbursement of benefits. The information is delivered by PNM.
 - PNM delivers information for beneficiaries through the person in charge of the group and facilitates the beneficiaries in preparing documents that must be signed, including documents for opening a savings account with BNI.
- c. BNI Syariah
 - BNI Syariah delivers information on benefit disbursement through BWM or directly to beneficiaries.
 - BWM delivers to members who are beneficiaries through regular group meetings.

3.3.2. Beneficiary Activation Process and Activation Issues

To ensure accuracy of data on potential BPUM beneficiaries, channeling bank—in this case BRI, BNI, and BNI Syariah—will run a Know Your Customer (KYC) process to ensure the accuracy of beneficiary data. Beneficiaries who have gone through the entire process are required to sign a statement of absolute responsibility for the data submitted. Results of the November 2020 monitoring showed that the majority (75.6 per cent) of BPUM beneficiaries had successfully activated accounts (Graphic 5) while there were still 8.3 per cent of beneficiaries who had failed to activate their accounts.

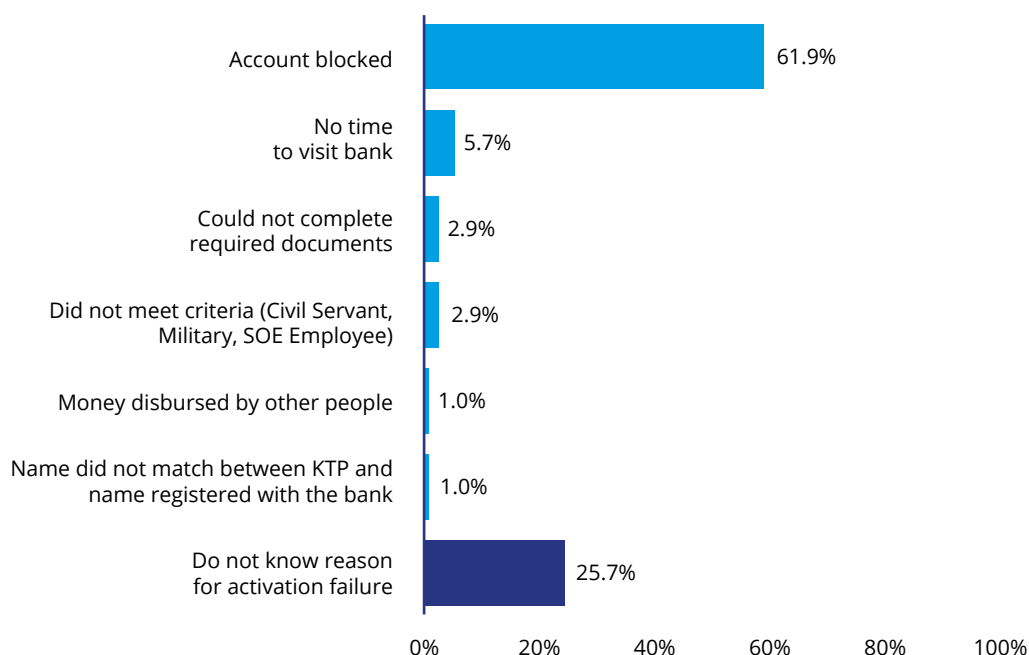
Graphic 5. Status of Beneficiaries' Success in Activating Accounts



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

The most common reason for beneficiaries failing to activate their accounts was a blocked account (61.9 per cent) (Figure 6). The next most common reason is that they have not had time to go to the bank (5.7 per cent). In addition, 2.9 per cent reported that they were unable to complete the documents required by the bank, and 25.7 per cent did not know the reason why they were unable to activate their accounts.

Figure 6. Reasons Beneficiaries Have Not Been Successful in Activating Accounts



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

FGDs conducted with channeling bank at the central level revealed more information about obstacles in the activation process, namely:

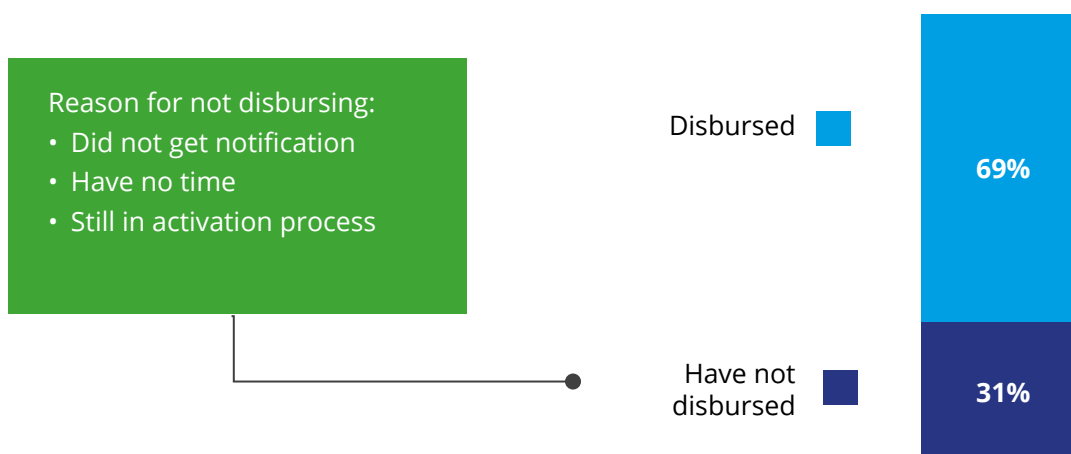
1. Discrepancy in names and NIKs.
 - Multiple NIKs or one NIK belonging to two different people.
 - The NIK on the list of beneficiaries is not the same as the NIK on KTP carried by the beneficiaries.
 - Name of the beneficiary does not match the name on the KTP/family cards (*Kartu Keluarga*: KK).

2. Difficulty contacting the beneficiaries.
 - Beneficiaries did not receive SMS notifications from BRI because their mobile phone numbers had changed.
 - SMS from BRI is received by other people because the number is no longer held by the intended beneficiary.
 - Beneficiaries cannot be contacted due to address change.
3. Data dispute settlement process.
 - If there is a discrepancy in name and address, generally the distributing bank would seek assistance from the cooperatives and SMEs office for confirmation. It is, however, difficult for the cooperatives office to provide a letter of confirmation to confirm the beneficiary as requested by the distributing bank. This is because the micro enterprise beneficiary was not proposed by the proposer institution other than the office of cooperatives and SMEs.
 - There was no previous report to the cooperatives' office from the proposer institution regarding the proposed micro enterprise.

3.3.3. Disbursement by Beneficiaries and Disbursement Constraints

Results of the November 2020 monitoring show that as many as 69 per cent of beneficiaries have withdrawn the BPUM funds and 31 per cent of beneficiaries have not (Figure 7). Beneficiaries who have not withdrawn the funds reported not receiving notification, not having had time to withdraw the funds, and/or are still in the activation process by the distributing bank.

Figure 7. Status of Fund Withdrawal by Beneficiaries



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

Note: N = 1,261.

Note: Answers may be more than one.

Some of the obstacles in disbursement revealed from the FGDs conducted with channeling bank at the central level are as follows:

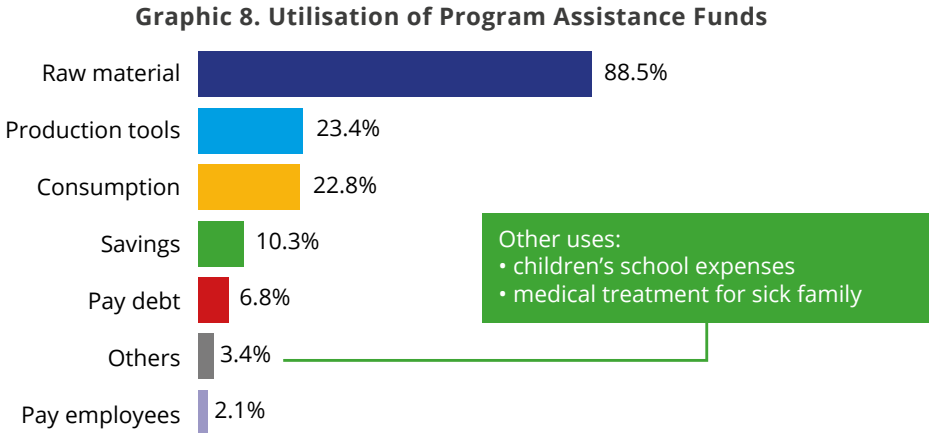
1. BRI as distributing bank.
 - Account blocking by central BRI based on a blocking letter from the Ministry of Cooperatives and SMEs.
 - Blocking request by the Ministry of Cooperatives and SMEs due to the business field not consistent with criteria (civil servants, members of military/police, employee of an SoE/regional SoEs), or the business field not matching the format or is still blank.
 - In such cases, the bank would seek clarification from the distributing institution to be corrected and completed. This takes more time in the field.

- 2. BNI Syariah as distributing bank.
 - Some regions do not have a BNI Syariah outlet, so coordination is done with the nearest BNI Syariah or BNI office, especially in eastern Indonesia.
 - Scope of duties and responsibilities of BNI Syariah as a distributing bank only allows them to carry out instructions from conventional BNI that is party to the cooperation agreement with the Ministry of Cooperatives and SMEs.
 - Information that BNI Syariah as a distributing bank has not been accepted by all proposer institutions, especially BWM and sharia cooperatives.

- 3. Recipient disbursements from BWM and sharia cooperative proposers.
 - Many entrepreneurs proposed by BWM cannot be contacted.
 - As of 3 November, 2020, of the 8,607 micro enterprises receiving BPUM with accounts opened by BNI Syariah, only 1,488 micro enterprises had made withdrawals (BWM and *Koperasi Syariah*).
 - *Laznas* (the National Alms Institution) had conducted socialisation to BWM so beneficiaries could open accounts at Bank Syariah Mandiri.
 - BWM opened savings accounts for customers at Bank Syariah Mandiri without a cooperation agreement with the Ministry of Cooperatives and SMEs as a distributing bank. This required account migration to BNI Syariah, taking more time.

3.3.4. The Majority of Assistance is Used for Productive Purposes

Beneficiaries withdraw funds and use them for productive needs of their businesses, such as to purchase raw materials (88.5 per cent), production equipment (23.4 per cent), and paying employee salaries (2.1 per cent) (Graphic 8). In addition, some beneficiaries also used part of the assistance they received for consumption needs, savings, to pay debts, and other necessities, such as meeting children’s school expenses and medical expenses for families who are sick. Those are still considered reasonable and cannot be avoided in the midst of a pandemic as it is difficult to cover these needs from the daily income of micro entrepreneurs.

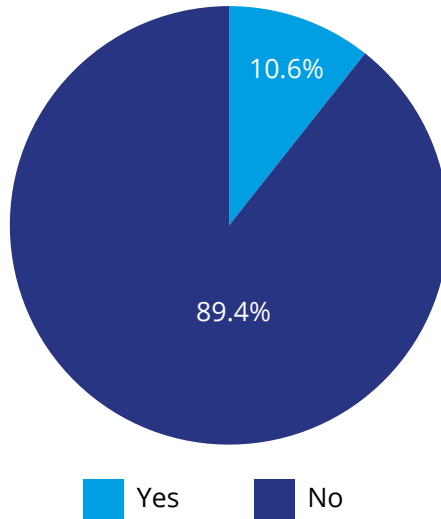


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: Answers may be more than one.

3.3.5. The Majority of Beneficiaries are Free from Additional Fees

The survey reveals that only a small proportion (10.6 per cent) of beneficiaries incurred a cost for withdrawing the assistance (Graphic 9). The overwhelming majority (89.4 per cent) reported receiving the full BPUM allocation of IDR 2.4 million.

Graphic 9. Additional Costs at Withdrawal



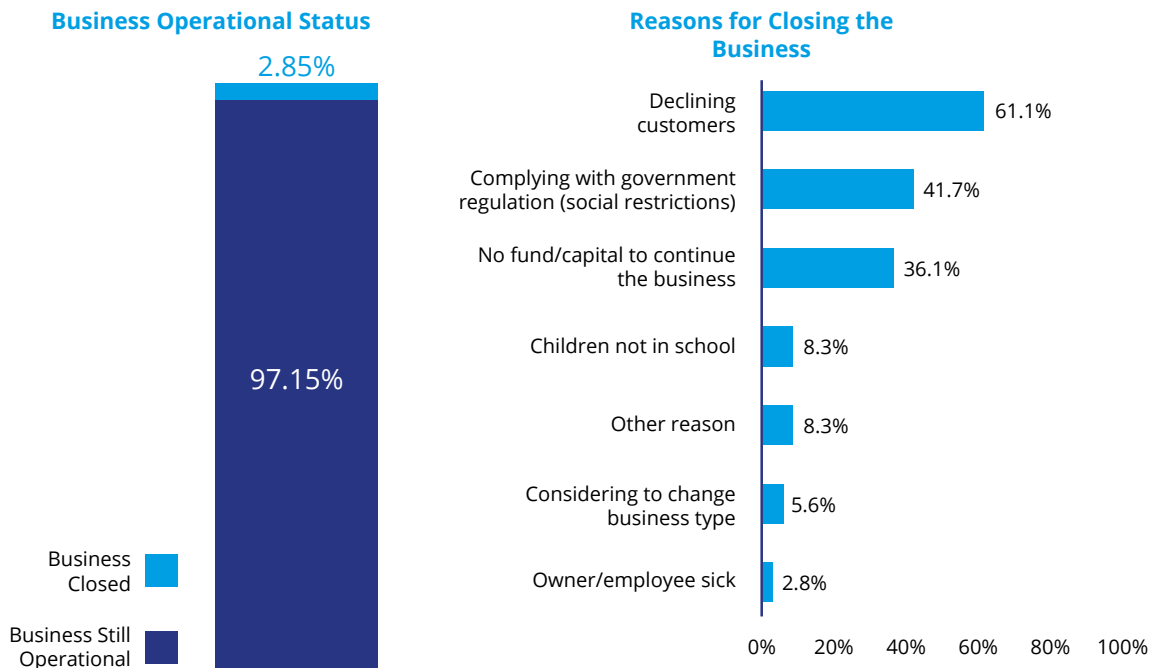
Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

Respondents who reported having paid fees cited that the most common expense incurred at the time of disbursement was administrative costs (63.04 per cent), such as for photocopying and duty stamps. while 13.04 per cent claimed to have incurred a fee for opening a bank account. Other costs incurred include business insurance, transport costs, voluntary contributions, and contributions for group members.

3.4. Business Conditions and Coping Mechanisms in Facing the COVID-19 Pandemic

3.4.1. The Majority of Turnover is Below Standard and Experienced a Decrease in Sales

Graphic 10. Business Operational Status



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020. N = 1,261.

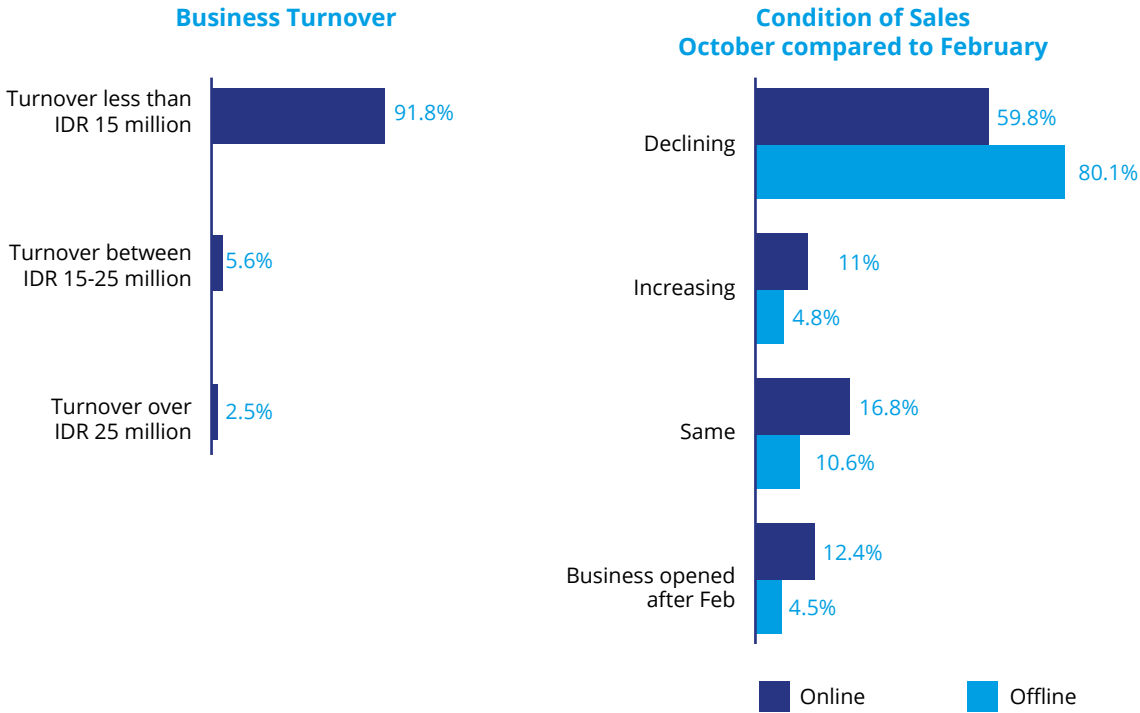
Note: Answers may be more than one.

The BPUM Program has been quite precise at targeting micro enterprises with assistance that has allowed them to keep running their business during the pandemic. The survey shows that 97.15 per cent of BPUM beneficiaries were still running their business as of November 2020 (Graphic 10). This is in line with the objectives of the BPUM Program which is “to serve as additional capital for micro entrepreneurs to keep their businesses running in the midst of the pandemic and help reduce poverty and unemployment rates.”

According to Law No. 20/2008 regarding Micro, Small, and Medium Enterprises, the criteria for a micro enterprise is having a net worth of no more than IDR 50 million, excluding land and building for business premises; or having an annual turnover of no more than IDR 300 million, in other words, a maximum monthly turnover of IDR 25 million. The survey result shows that only 2.5 per cent of BPUM recipient have a turnover of more than IDR 25 million.

The majority of beneficiaries have a turnover of less than IDR 15 million per month (91.8 per cent) and conduct sales offline.

Graphic 11. Turnover Profile of Business Units and Sales Conditions

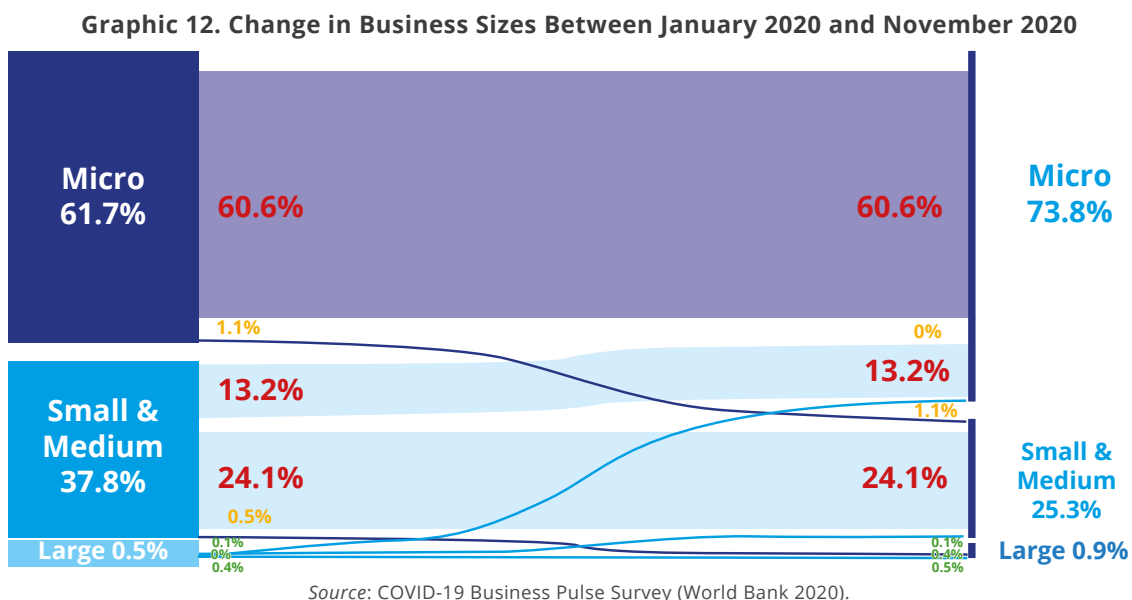


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

As many as 2.5 per cent of BPUM assistance recipients who have a turnover of more than IDR 25 million per month according to the definition of the law above are small and medium enterprise groups. This does not mean that there were errors in the targeting of assistance distribution. In a crisis like this, it is very possible that the size of the business rapidly changed, because there are small number of businesses that can adapt well during the Covid-19 Pandemic. This can be seen from another survey conducted by the World Bank (2020) which shows a change in the size of the business due to the pandemic.

Based on the World Bank survey, as many as 13.2 per cent of small and medium businesses had transformed into micro enterprises after November 2020 due to the decline in sales during the pandemic (Graphic 12). On the other hand, 1.2 per cent of micro enterprises moved up to become

a small and medium enterprises after November 2020. This is consistent with the BPUM monitoring survey, which is shown in Graphic 11, a number of micro enterprises receiving BPUM assistance saw an increase in sales during this pandemic, especially those that rely on online sales. Graphic 11 also shows business units that did not experience change, as well as business units that opened only after February 2020—around the time PSBB was implemented.



In general, Graphic 11 explains that most business units experienced a decline in sales between February and October 2020—both those selling online and offline. The impact of the decline in sales was smaller for business units that sell online at around 59.8 per cent, while those who did business offline experienced a greater fall in sales (80.1 per cent).

3.4.2. The Type of Business of the Majority of Beneficiaries is Retail Traders

Based on the type of business—according to the 2015 Indonesian Business Field Classification (*Klasifikasi Baku Lapangan Usaha Indonesia: KBLI*)—most BPUM beneficiaries were retail traders (37.7 per cent) (Graphic 13). Business in the retail sector is sale of goods without any process of changing the form of the products traded, except sorting or repackaging activity. In this survey, retail vendors are classified as food, beverage, or tobacco traders in traditional markets; clothing traders; and bread, pastry, and cake traders.

The second most common type of business of BPUM beneficiaries was food and beverage providers (food stalls, food outlets) at 16.5 per cent. This is followed by the food and beverage industry (cake industry, food and processed food industry, and crackers/chips industry and the like) at 14.3 per cent. The next most common micro business types of BPUM beneficiaries (9.9 per cent) are those that cannot be categorised under two-digit categories based on the 2015 KBLI. An example of this includes photocopying businesses and craft makers.

This survey also managed to identify some general profiles of BPUM micro entrepreneur beneficiaries, including gender, age, and location of the entrepreneurs based on the proposer institution. This survey also identified the business difficulties experienced by BPUM beneficiaries during the COVID-19 pandemic, including in production, labour, and financial aspects.

Graphic 13. Types of Businesses of BPUM Beneficiary Respondents

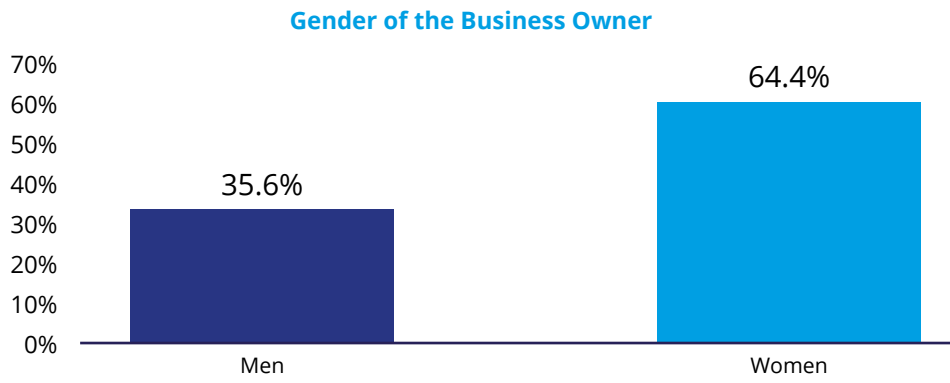
Business Sector	Proportion (%)	Type of Business
Retailers	37.7%	<ul style="list-style-type: none"> • Food, beverage or tobacco in traditional markets • Clothing • Bread, cookies, cakes
Food and beverage provider	16.5%	<ul style="list-style-type: none"> • Food stalls • Food & beverage kiosks • Mobile food vendors
Food and beverage industry	14.3%	<ul style="list-style-type: none"> • Cake industry • Food and processed food industry • Crackers, chips, and similar industry
Farming forestry, animal husbandry, fishery	9.7%	<ul style="list-style-type: none"> • Breeding and husbandry of goats for butchery • Chicken poultry industry • Inbred rice farming
Textile, apparel, and leather industry	5.4%	<ul style="list-style-type: none"> • Sewing and tailoring • Textile household finished goods industry • Ikat weaving industry
Mobile phone repair and phone credit shops	2.5%	<ul style="list-style-type: none"> • Mobile phone servicing • Mobile phone kredit vendors
Car and motorcycle repair shops	1.9%	<ul style="list-style-type: none"> • Motorcycle repair and maintenance shop • Car repair shops • Carwash
Laundry service	1.3%	<ul style="list-style-type: none"> • Laundry service
Salons and barbershops	0.9%	<ul style="list-style-type: none"> • Barbershops • Beauty salons
Others	9.9%	<ul style="list-style-type: none"> • Photocopier • Handicraft makers

Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

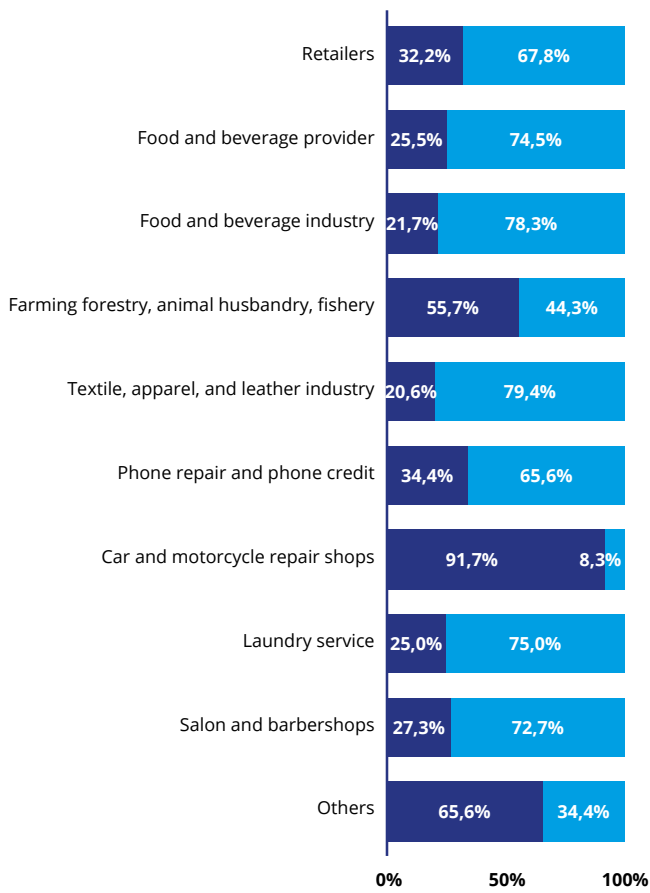
Note: N = 1,261.

The survey results shows that most BPUM beneficiaries are women (64.4 per cent), and they do business across almost all sectors except in agriculture/forestry/livestock/fisheries and car/motorcycle repair and maintenance. Most proposer institutions proposed more women entrepreneurs—except for BRI which proposed fewer women entrepreneurs at only 33.3 per cent (Graphic 14).

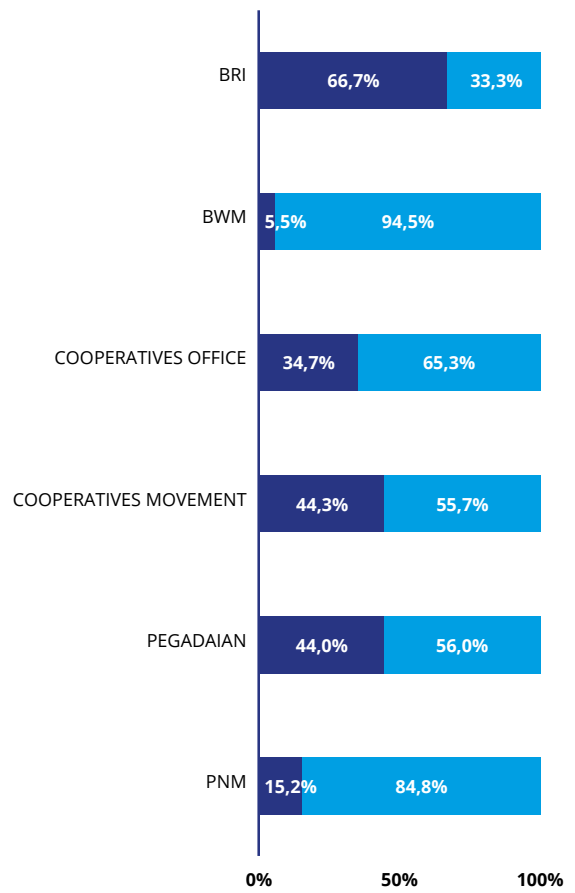
Graphic 14. Business Unit Profile Based on Gender



Berdasarkan Sektor Usaha



Berdasarkan Pengusul

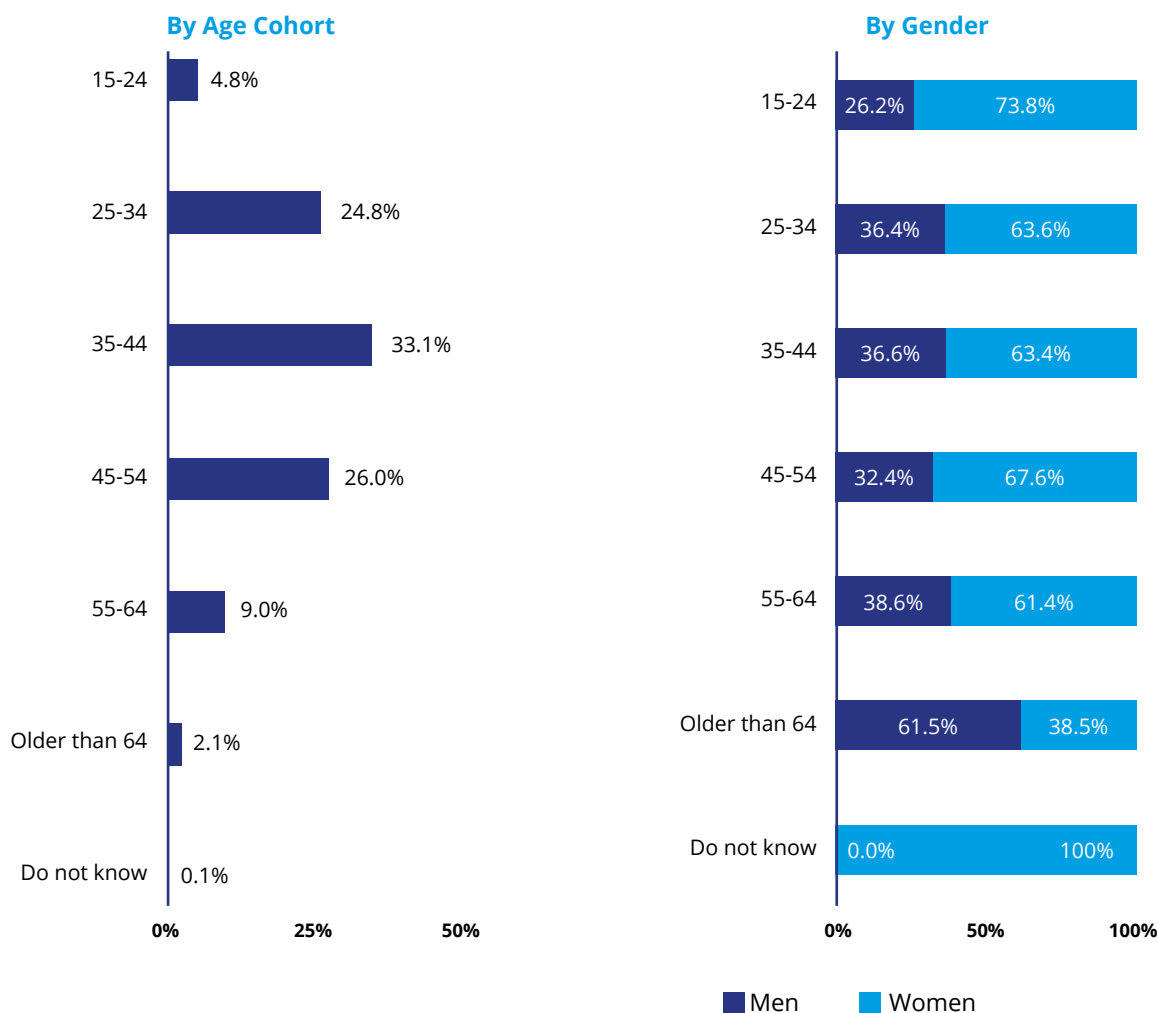


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

Note: N = 1,261.

Most of the BPUM beneficiaries (62.7 per cent) are of productive age—under 45 (Graphic 15). The large number of beneficiaries are young and have an entrepreneurial mentality and spirit with potential to develop their businesses even further. This is an opportunity for the government to synergise the BPUM Program with other MSME empowerment programs.

Graphic 15. Age Profile of Entrepreneurs

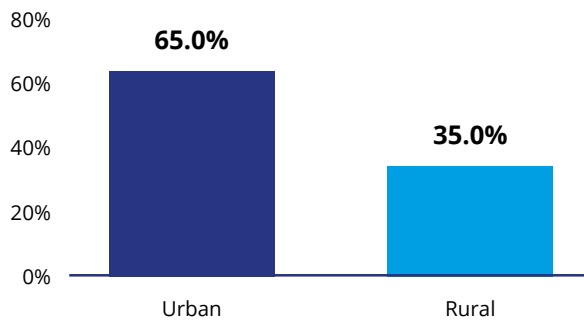


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

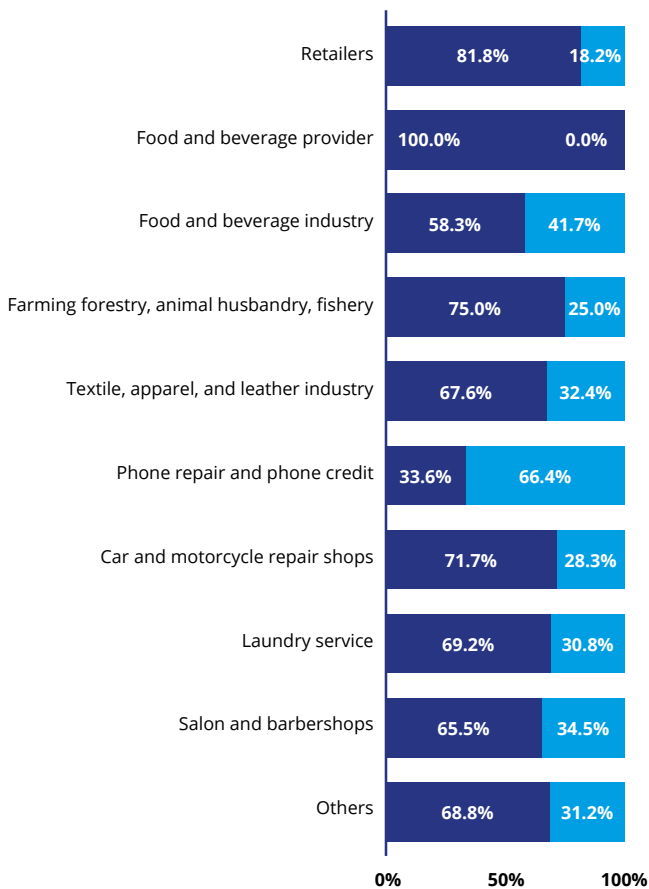
BPUM beneficiaries are generally distributed in urban areas (65 per cent) (Graphic 16). With one exception, the majority of respondents in the business sectors surveyed were located in urban areas. Only respondents in the mobile phone service and phone credit sales sector were mostly in rural areas (66.4 per cent). Meanwhile, by their proposer institution, the majority of BPUM beneficiaries come from urban areas.

Graphic 16. Business Unit Profiles by Region

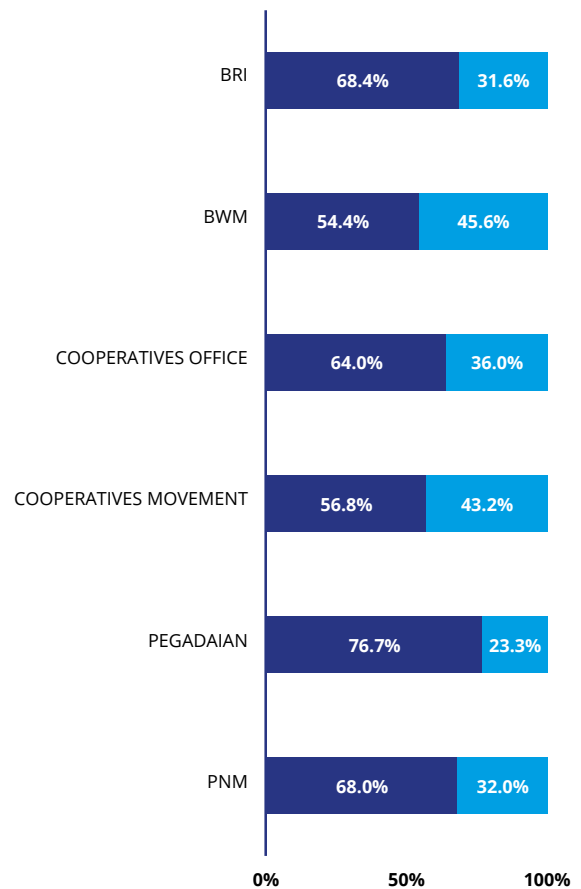
Distribution of Entrepreneurs by Region



Based on Business Sector



Based on Proposer



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.

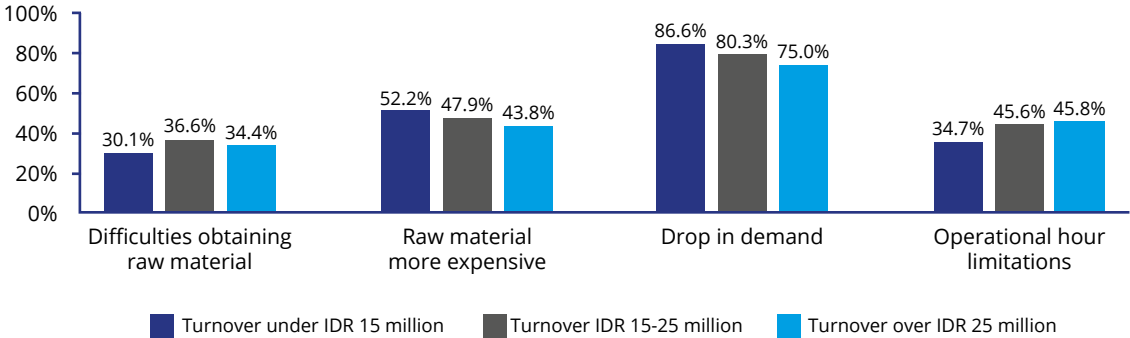
Note: N = 1,261.

3.4.3. The Majority of Micro Enterprise Beneficiaries Experience Business Difficulties

When COVID-19 cases began to increase in early March 2020, the government issued the PSBB regulation (Government Regulation No. 21/2020) to accelerate the COVID-19 response, which was signed directly by the president. The regulation stipulates that local governments may impose PSBB with approval of the Minister of Health. Since then, several districts/municipalities implemented PSBB in their regions to reduce the spread of COVID-19. During the PSBB period, food places, cafes, and restaurants were still allowed to operate but only for take away and online orders. PSBB also inevitably reduced the demand in various business sectors. In some regions, especially red zones, even food stalls, food peddlers, and mobile vendors were not allowed to trade.

According to the survey, most entrepreneurs who are BPUM beneficiaries reported having problems with production—namely related to decreasing demand. Declining demand is the main problem related to production aspects experienced by the BPUM recipients (see Graphic 17). This was mostly experienced by entrepreneurs with a turnover of less than IDR 15 million per month (86.6 per cent) (Graphic 17). Other problems included raw materials that were more expensive, difficulties in obtaining raw materials, and limitations on operational hours. Business units with a turnover of less than IDR 25 million per month had more difficulties in terms of decreasing demand and in procuring raw materials which were more expensive, compared to those with a turnover of more than IDR 25 million per month.

Graphic 17. Production Problems

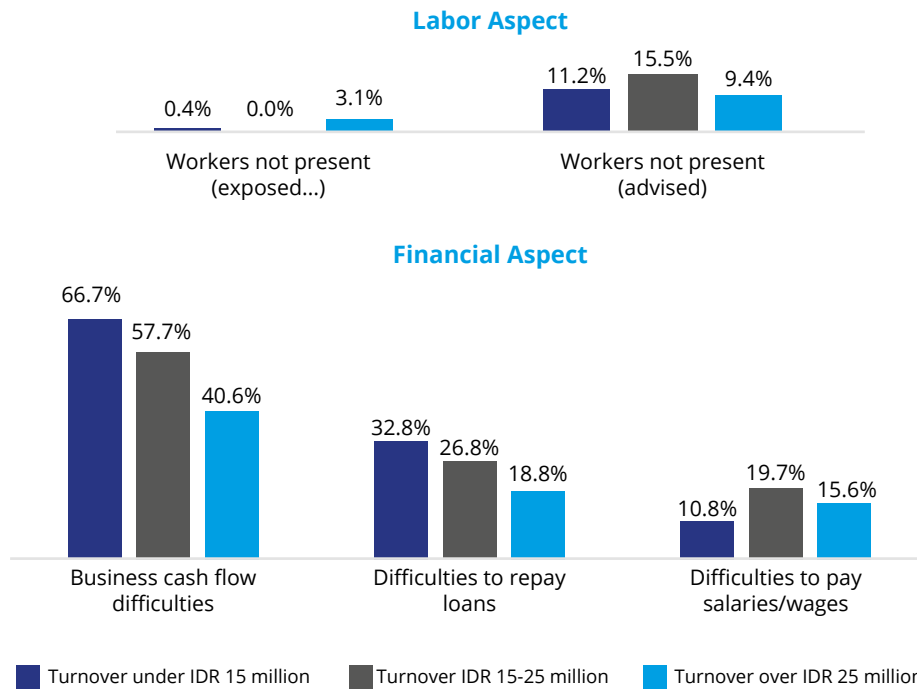


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

From the labour aspect, not many entrepreneurs experienced difficulties due to workers being exposed to COVID-19. Only a small proportion of entrepreneurs complained of workers being absent due to the government’s advisory related to PSBB. Entrepreneurs with a turnover of below IDR 15 million and between IDR 15-25 million who had labour complaints comprised 11.2 per cent and 15.5 per cent, respectively (Graphic 18). For problems related to finance, most of the micro entrepreneurs, especially those with a turnover of below IDR 25 million, complained the most about difficulties in terms of operational cash flow and paying debt instalments.

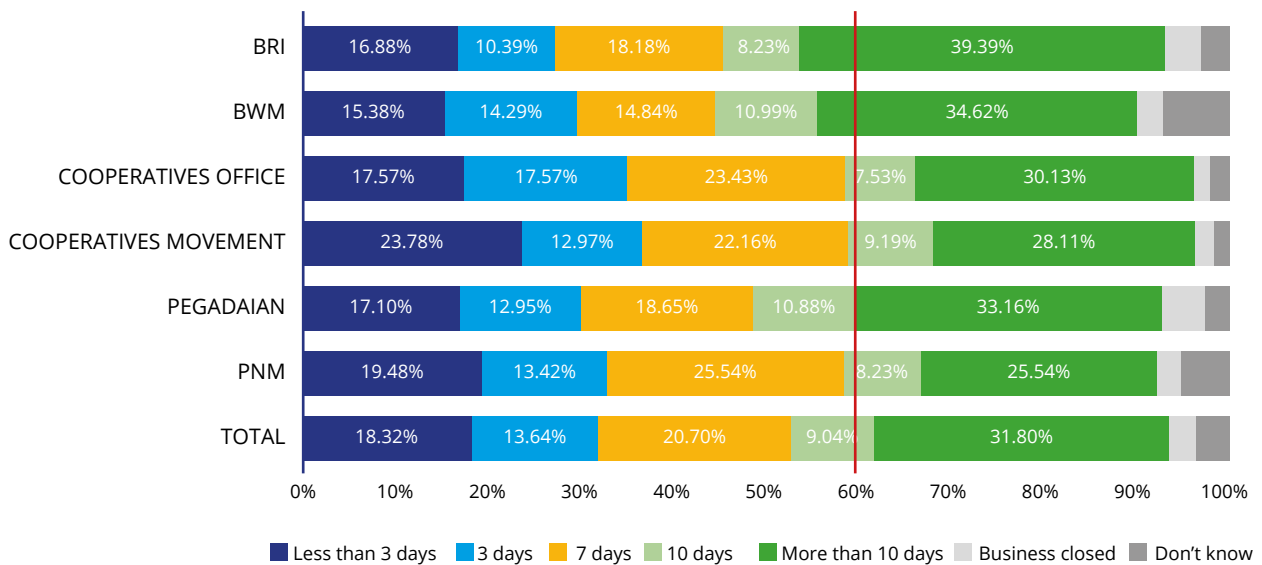
Difficult financial conditions during this pandemic affected the availability of cash reserves of entrepreneurs—more than 60 per cent of BPUM beneficiaries had less than 10 days cash reserves (Graphic 19). This condition is also due to most business units reporting a decline in demand (those with turnover of less than IDR 15 million saw a decrease by 86.6 per cent; turnover of IDR 15-25 million saw a decrease by 80.3 per cent; and those with turnover above IDR 25 million saw a decrease by 75 per cent), cash difficulties for operations (66.7 per cent of recipients with turnover of less than IDR 15 million; 57.7 per cent of recipients with turnover of IDR 15-25 million; 40.6 per cent of recipients with turnover above IDR 25 million), and price increase in raw materials (52.2 per cent of recipients with turnover of less than IDR 15 million; 47.9 per cent of recipients with turnover of IDR 15-25 million; and 43.8 per cent of recipients with turnover above IDR 25 million) (see Graphic 17 and 18). As a result, some of them sought loans to maintain their business. The BPUM Program is, therefore, an appropriate policy response to provide a cash buffer for micro enterprises to survive this pandemic.

Graphic 18. Labour and Business Finance Problems



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: N = 1,261.

Graphic 19. Cash Reserves of Micro Enterprises



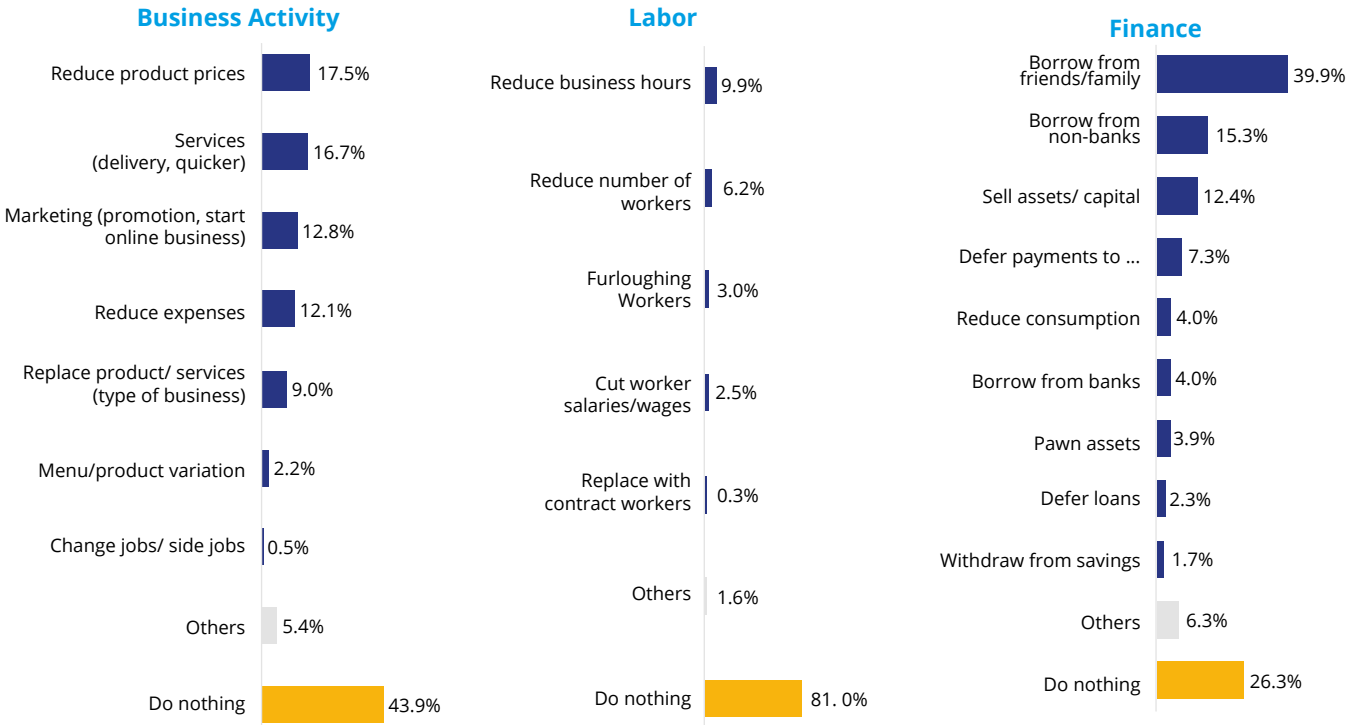
Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: N = 1,261.

Various strategies have been taken by micro entrepreneurs to address problems during this pandemic. In their business activities, 17.5 per cent of entrepreneurs claimed to have reduced product prices, while 16.7 per cent claimed to have increased delivery services (Graphic 20). An interesting field finding is that around 9 per cent changed their type of business, while 0.5 per cent claimed they looked for side job because their businesses have not been fully operational.

From the labor aspect, 9.9 per cent of businesses reduced working hours, 6.2 per cent reduced the number of workers, 3 per cent furloughed their workers and 2.5 per cent cut their workers' salaries/wages.

To solve financial problems, 39.9 per cent of entrepreneurs borrowed money from friends/family, 15.3 per cent borrowed money from non-banks, and 12.4 per cent claimed they sold assets/working capital.

Graphic 20. Business Difficulties by Aspect



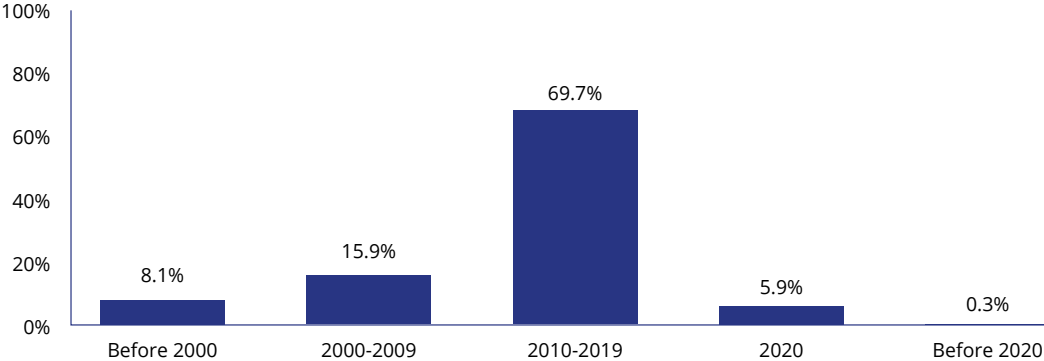
Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

3.4.4. The Majority of Beneficiaries were Business Established More than A Year

The survey shows that the BPUM Program was channelled to beneficiaries who have been running their businesses for a long time. The majority of businesses surveyed were established between 2010-2019 (69.7 per cent) (Graphic 21).

This shows that it was not true that micro entrepreneurs established new businesses in droves just to get assistance. Only a small proportion of BPUM beneficiaries established their businesses in 2020 (5.9 per cent). This is also a reasonable number given the large fall in employee numbers in various sectors due to the COVID-19 pandemic.

Graphic 21. When BPUM Recipient Business Was Established



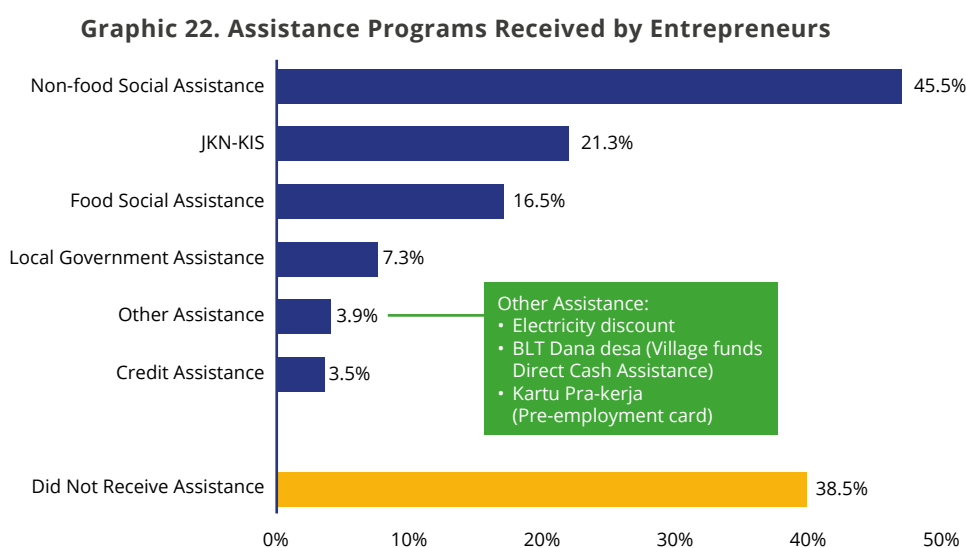
Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: (i) N = 1,261; (ii) Before 2020 means that entrepreneurs claim that their businesses have been established for a long time but they are not able to remember the exact year of their business’s establishment.

3.5. Expectation of Entrepreneurs for the Future and Synergy Between Programs

3.5.1. Complementarity of the BPUM Program with Other Programs

In addition to serving as a cash buffer for micro enterprises to survive the pandemic, the BPUM Program also functions as a complement to other government assistance programs. The survey revealed that 45.5 per cent of BPUM beneficiaries also received social assistance in the form of non-food services such as the Family Hope Program (*Program Keluarga Harapan: PKH*), Smart Indonesia Program (*Program Indonesia Pintar: PIP*), pre-employment cards (*Prakerja*), and Cash Social Assistance (*Bantuan Sosial Tunai: BST*) (Graphic 22). Some 21.3 per cent are registered in the National Health Insurance–Healthy Indonesia Card (*Jaminan Kesehatan Nasional-Kartu Indonesia Sehat: JKN-KIS*) program, 16.5 per cent received food assistance (*Program Sembako*), and 7.3 per cent received assistance from the local government.

The number of BPUM beneficiaries who also received government social assistance, both in the form of basic food and non-basic food, shows that the BPUM assistance does indeed target the bottom 40 per cent of the Indonesian population whose welfare status is the lowest in the Integrated Social Welfare Database (*Data Terpadu Kesejahteraan Sosial: DTKS*). Since 2012, the Integrated Database (*Basis Data Terpadu: BDT*), which later became DTKS, has provided the names and addresses of beneficiaries for the Rice-for-the-Poor Program (*Raskin*), Health Social Security (*Jamkesmas*), Poor Student Assistance, PKH, and other programs managed by regional governments.



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
Note: N = 1,261.

Some 3.9 per cent of BPUM beneficiaries have also received assistance in other forms such as electricity discounts, Village Fund Direct Cash (*Bantuan Langsung Tunai: BLT Dana Desa*), and Pre-employment Cards (*Kartu Pra-Kerja*). Others receive credit assistance (3.5 per cent), including the Micro Credit Interest Subsidy (*Subsidi Bunga Kredit Usaha Rakyat: KUR*), Credit Subsidy, Credit Insurance (*Penjaminan Kredit*), and Supermicro Credit (*KUR Supermikro*).

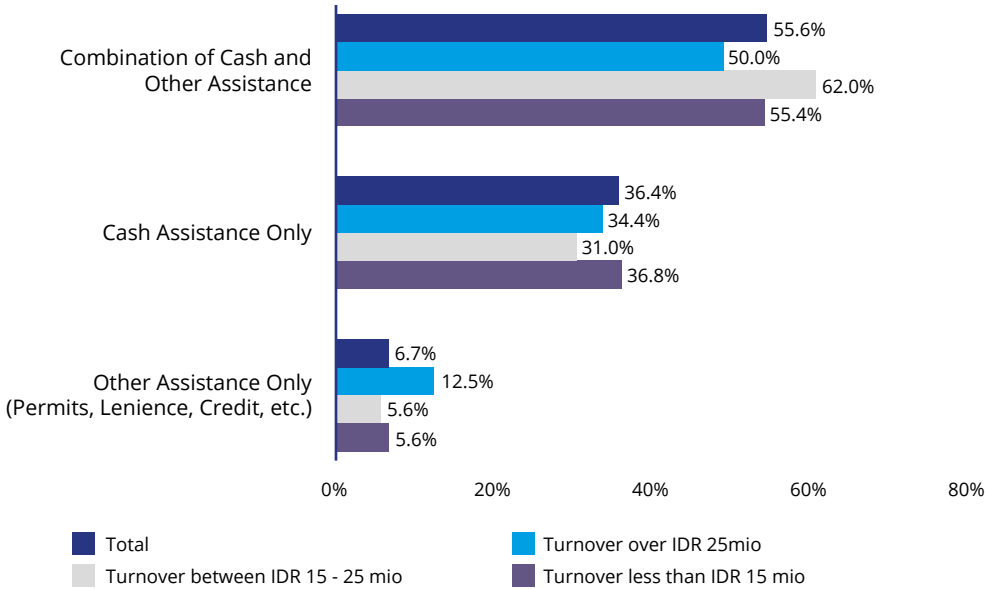
Apart from being complementary to other government assistance, the BPUM Program also targets micro entrepreneurs who had never benefitted by assistance either from the central government or from local governments. The survey reveals that about 38.5 per cent of entrepreneurs had never received other assistance from the government (Graphic 22).

3.5.2. Most Expected Combination of Cash Assistance and Other Assistance

In facing the crisis caused by COVID-19, the majority of respondents (55.6 per cent) reported that the expected assistance needed was a combination of cash and other assistance to help their businesses. Only 36.4 per cent expected only cash assistance while a small proportion of respondents (36.4 per cent) expected assistance in other forms such as facilitation for licensing, relief of operational costs, and credit deferral.

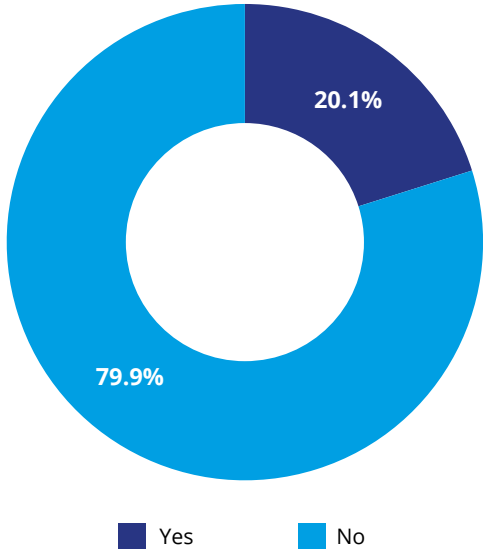
The survey shows that 12.5 per cent of entrepreneurs who expect other forms of assistance are those with a turnover of more than IDR 25 million per month (Graphic 23). This shows that micro enterprises whose sales increased on average during the COVID-19 pandemic—thereby elevating themselves to the scale of a small or medium enterprise with a turnover above IDR 25 million per month—tended to need assistance in licensing facilitation, relief of operational costs, and especially credit deferments to develop their businesses. The government needs to ensure that financial institutions facilitate access for BPUM beneficiaries through banking so micro-businesses can grow.

Graphic 23. Assistance Programs Received by Entrepreneurs



Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

Graphic 24. Proportion of Micro Enterprises by Use of Daily Transaction Records

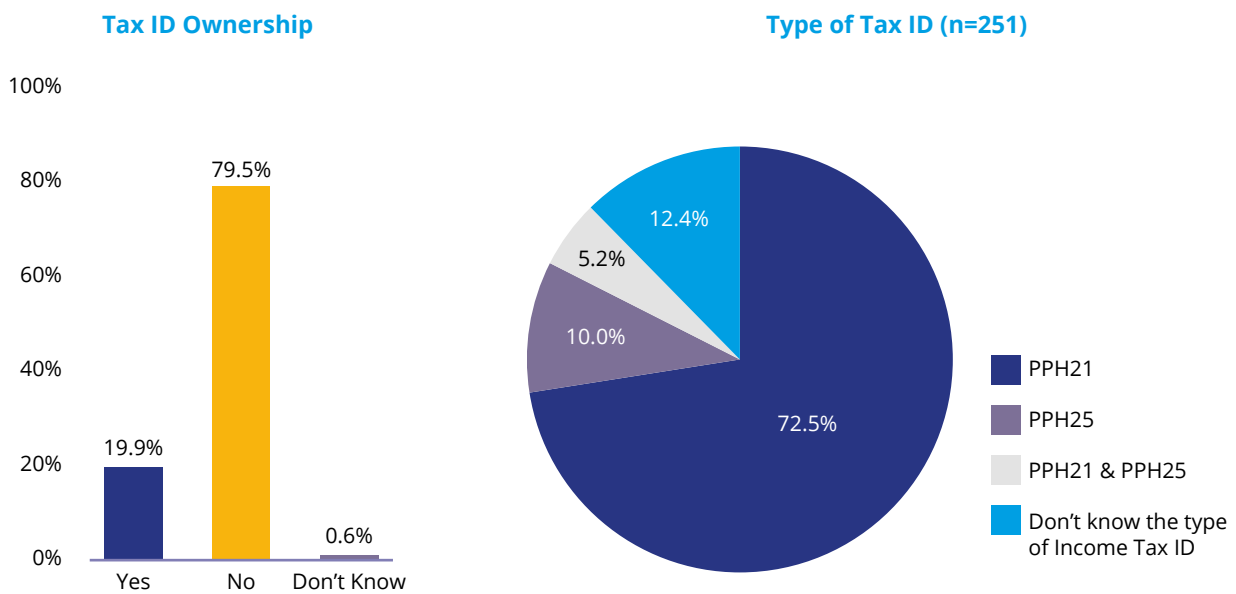


Source: TNP2K and Ministry of Cooperatives and SMEs Survey, 2020.
 Note: N = 1,261.

Additionally, for BPUM beneficiary entrepreneurs to advance, they would need facilitation, including coaching and mentoring, and business development—especially in preparing financial reports and all documents required by banks. The survey also shows that 79.9 per cent of BPUM beneficiaries did not record daily transactions (Graphic 24).

The low ownership of taxpayer identification numbers (*Nomor Pendaftaran Wajib Pajak: NPWP*) by micro entrepreneurs as a requirement for applying for business loans to banks is also an obstacle. The survey shows that only about 19.9 per cent of micro entrepreneur beneficiaries have tax identification (Graphic 25). Of the 19.9 per cent, only 10 per cent have an Article 25 Income Tax type which is imposed on both individuals and entities conducting business activities.

Graphic 25. Ownership of Tax ID and Type of Tax ID Owned



Note: N = 1,261

Section 4:

Conclusion and Recommendations



The revival of MSMEs and cooperatives is key to economic recovery, particularly due to their contribution to creating jobs to absorb the potential increase in unemployment, which will drive social risk. Throughout 2020, the government carried out policy interventions both from upstream (supply) side and downstream (demand) side to accelerate the recovery of MSMEs and cooperatives from the impact of the pandemic.

On the upstream side, within the framework of the PEN Program, the government provided stimulus in the form of interest subsidies for micro credit (KUR), super micro credit (KUR *Super Mikro*) and Non-KUR, as well as tax incentives. Additional working capital for cooperatives was also provided through the LPDB and BPUM Program in the form of working capital grants of IDR 2.4 million for micro entrepreneurs so their businesses can survive the pandemic.

As of 10 December, 2020, 100 per cent of BPUM assistance has been disbursed to 12 million micro entrepreneurs with a total assistance of IDR 28.8 trillion. This is an achievement for the Ministry of Cooperatives and SMEs because the disbursement has met the target mandated by the government. In its implementation, problems and obstacles were inevitable, but there were also many interesting lessons from the process that has been carried out.

4.1. Conclusions

1. The survey shows that the BPUM Program was considered very beneficial for businesses to survive the pandemic. The majority of beneficiaries used the assistance to purchase raw materials and production tools. Some businesses used the funds for other purposes such as to pay debts, for consumption, savings, school fees, and medical expenses.
2. Only a small proportion of those who have withdrawn the assistance funds incurred additional costs (10.6 per cent), including for administrative purposes, account opening fees, business insurance, and transportation.
3. While the success rate of new account activation reached 75.6 per cent, some 31 per cent of BPUM recipient have not made withdrawals.
4. The survey also shows that BPUM was properly channelled according to requirements and criteria, and beneficiaries of BPUM Program are generally micro business groups with the following characteristics:
 - a. The majority had turnover below the threshold standard and experienced a decrease in sales.
 - b. Engaged in retail trade sector, food and beverage provision, and food and beverage industry.
 - c. The majority are women, of productive age and generally live in urban areas, and are experiencing difficulty in business.
 - d. Are businesses that were established before 2020 and are still operational during the COVID-19 pandemic.
 - e. Have limited cash reserves with a turnover of less than IDR 15 million per month.
 - f. Only a few have business permits and NPWP (Tax ID).
5. The BPUM Program functions as a complement to other government assistance.
6. In addition to cash assistance, BPUM beneficiaries expect to receive other assistance, such as facilitation of permits, relief of operational costs, credit deferment, and easy access to credit.

4.2. Recommendations

1. Problem solving of the ongoing program:
 - a. Establish a notification mechanism and resolution for the problem of blocked accounts.
 - b. Channeling bank to notify beneficiaries in collaboration with cooperatives and MSMEs offices as well as proposer institutions.
 - c. Coordinate with *Himbara* as well as Bank Indonesia, OJK, and the Ministry of SoEs to provide direction regarding acceleration of the distribution of accounts to run as targeted.

2. Improved program implementation in the future:
 - Strengthen the general guidelines, especially related to:
 - a. Socialisation, including socialisation materials and techniques; and
 - b. Coordination, roles, and responsibilities of the Ministry of Cooperatives and SMEs, office of cooperatives, and proposer institutions.
 - Explore cooperation with the Ministry of Home Affairs and the Ministry of Villages, Disadvantaged Regions, and Transmigration to involve local government officials down to neighbourhood unit (RT/RW) level in program implementation.
 - Proactively activate accounts and distribute funds to facilitate access by holding mass activations in collaboration with regional officials (*village/keurahan*).

3. Synergy between the BPUM Program and other MSME empowerment programs:
 - Connect BPUM beneficiaries with MSME empowerment programs, such as supermicro credit (*KUR supermikro*), ultramicro financing (*pembiayaan ultra mikro*), capacity building training for micro entrepreneurs, and marketing capacity building (MSME Go online).
 - Encourage BPUM beneficiaries to connect to licensing, certification, and taxation systems.
 - Undertake further work on database development, including:
 - a. Database to be developed can be started from data on BPUM beneficiaries that is updated periodically.
 - b. Better organise and development the micro enterprise database so it can be used for program targeting and planning for micro enterprise empowerment.

4. Recommendations drawn from each stage of the BPUM program can be seen in the table below.

No.	Implementa-tion Issue	Recommendation for Implementing Agencies	Deadline	PIC
1.	Preparation of data and registration	a. Set up and develop database, especially data related to ID Number, business type, business scale, and phone/cellphone number b. Registration can use an application to ensure single-entry data and similarity of format.	Before launching the program	Ministry of Cooperatives and SMEs
2.	Socialization	a. Socialization strategies need to be improved. b. Central government needs to develop uniformity of socialization materials and techniques. c. Dissemination channels could include conventional media, social media, and virtual meetings (coordination meeting, webinar, and M/A forum).	Before launching the program	a. Ministry of Cooperative and SMEs b. Provincial and District/Municipality Cooperative and SMEs Offices c. Central and local channelling banks (State-Owned banks association)

No.	Implementation Issue	Recommendation for Implementing Agencies	Deadline	PIC
3.	Field coordination	<ol style="list-style-type: none"> a. Strengthen the general guideline and technical/implementation guidelines (<i>juknis/juklak</i>) to clarify tasks, functions, and responsibilities among agencies. b. Establish a steering team of BPUM Program at national and local level to ensure effectiveness of coordination among ministries/agencies and OPD in the regions. 	Before launching the program	<ol style="list-style-type: none"> a. Ministry of Cooperatives and SMEs b. Provincial and District/Municipality Cooperative and SMEs Offices
4.	Disbursement notification	<ol style="list-style-type: none"> a. Explore potential cooperation with Ministry of Home Affairs to involve local government apparatus, including those of the village level to disseminate disbursement information. b. Develop a dashboard (as a monitoring portal) supported by channelling bank. 	After the disbursement	<ol style="list-style-type: none"> a. Ministry of Cooperatives and SMEs b. Central and local channelling banks (State-Owned banks association)
5.	Account activation/distribution	<ol style="list-style-type: none"> a. Mapping geographical challenges b. Increasing human resources for banking and to access activation location c. Standardizing the SOP between channelling banks in different regions 	After disbursement	<ol style="list-style-type: none"> a. Ministry of Cooperative and SMEs b. Provincial and District/Municipality Cooperative and SMEs Offices c. Central and local channelling banks (State-Owned banks association)
6.	Program Monitoring	<ol style="list-style-type: none"> a. Prepare a system that can generate a precise, fast, and accurate report on: <ul style="list-style-type: none"> • Completeness of data submitted by the applicant • Validation of defined criteria • Data reconciliation with the proposers prior to stipulation decree; • Data and account number reconciliation with the channelling bank prior to enactment of decree, and • Data reconciliation with the proposer and the channelling agency prior to the instruction of fund transfer from the escrow account. b. To monitor program's process and progress, it is necessary to develop a monitoring system with uniformity from the central to local government, related to: <ul style="list-style-type: none"> • The conformity between beneficiaries and criteria; • Fund utilization; problem identification in the field, and potential improvement identification for future implementation. 	After the disbursement and fund withdrawal by the beneficiaries	<ol style="list-style-type: none"> a. Ministry of Cooperative and SMEs b. Local Cooperative and SMEs Office (Local BPUM disbursement working group).

References

- Badan Pusat Statistik* (Statistics Indonesia: BPS). 2020. *Pertumbuhan Ekonomi Indonesia Triwulan II-2020, Berita Resmi Statistik* (Indonesian Economic Growth, Second Quarter 2020, Official Statistics News). Link: https://www.bps.go.id/website/materi_ind/materiBrsInd-20200805114633.pdf
- Ministry of Cooperatives and SMEs, the Republic of Indonesia. 2020. *"Realisasi Program Pemulihan Ekonomi Nasional UMKM dan Banpres Produktif"*. ("Realization of National Economic Recovery through Capital Aid for MSMEs"). Link: <https://www.kemenkopukm.go.id/read/realisasi-program-pemulihan-ekonomi-nasional-umkm-dan-banpres-produktif>
- Ministry of Cooperatives and SMEs, the Republic of Indonesia. 2020. *"Laporan Komite Penanganan Covid-19 dan Pemulihan Ekonomi Nasional/PEN."* ("Report of the COVID-19 Handling and National Economic Recovery Committee").
- Ministry of Finance, the Republic of Indonesia. 2020. *"Bahan Rapat Komite dan Penangan Covid-19 dan Pemulihan Ekonomi Nasional"*. ("Briefing Document of the COVID-19 Handling and National Economic Recovery Committee").
- Shinozaki, S. and P. Vandenberg. 2020. "Impact of COVID-19 on Micro, Small, and Medium-Sized Enterprises in Developing Asia: Evidence from the Rapid Surveys." Manila: ADB. <https://drive.google.com/file/d/1MFndX0rlagrcksdFX9wvCBdIBL4A9n8Y/view>
- World Bank. 2020. "COVID-19 Business Pulse Survey."

APPENDIX

Quantitative Survey Form for Entrepreneurs

KUESIONER PEMANTAUAN BANTUAN BAGI PELAKU USAHA MIKRO (BPUM) TAHUN 2020

LK. LOKASI TEMPAT TINGGAL RESPONDEN

ID USAHA : _ _ _ _ _

LK01	PROVINSI		KODE: _ _
LK02	KABUPATEN/KOTA		KODE: _ _
LK03	KECAMATAN		KODE: _ _ _
LK04	KELURAHAN/DESA		KODE: _ _ _
LK05	ALAMAT TEMPAT TINGGAL		

IK. INFORMASI RESPONDEN

IK01	Nama responden	_____
IK02	Status responden	1. Pemilik usaha 2. Pasangan pemilik usaha 3. Anggota keluarga lain dari pemilik usaha, yaitu _____ 4. Lainnya _____
IK03	Jenis kelamin	1. Laki-laki 2. Perempuan
IK04	Usia	_ _ tahun

Petugas Lapangan	Enumerator	
Nama dan Kode Enumerator	_____ _ _ _ _ _	

Tanggal Wawancara	_ _ / _ _ / 2020
Jam Mulai / Selesai	_ _ : _ _ / _ _ : _ _
Hasil Kunjungan	1. Selesai 2. Selesai sebagian 3. Tidak bisa diwawancara → SELESAI, GANTI RESPONDEN

LEMBAR PERSETUJUAN WAWANCARA

PERKENALAN

Perkenalkan nama saya _____. Saya adalah asisten peneliti dari Tim Nasional Percepatan Penanggulangan Kemiskinan (TNP2K), Jakarta. TUJUAN Saat ini kami sedang melakukan pengumpulan data untuk Pemantuan pelaksanaan PROGRAM BANTUAN BAGI PELAKU USAHA MIKRO. Partisipasi I/B/S dalam penelitian ini tidak akan mendatangkan keuntungan secara langsung bagi I/B/S, namun informasi yang diberikan akan sangat berguna untuk masa depan peningkatan kualitas program bantuan sosial di Indonesia.

IZIN PERSETUJUAN WAWACARA

Terkait dengan penelitian tersebut, kami ingin melakukan wawancara dengan I/B/S. I/B/S mempunyai pilihan untuk tidak menjawab semua pertanyaan dari kami. Jika I/B/S setuju untuk diwawancarai, maka kami akan merekam proses wawancara tersebut.

KERAHASIAAN DATA

Kami menjamin untuk menjaga kerahasiaan data yang I/B/S berikan dan hanya menggunakannya untuk tujuan penelitian saja.

Kami juga menjamin kerahasiaan hasil wawancara dan hanya akan menggunakan hasil wawancara tersebut untuk tujuan penelitian ini saja.

WAKTU WAWANCARA

Wawancara ini akan memakan waktu kurang lebih 30 – 50 menit.

IZIN LISAN

Apakah I/B/S dapat memahami penjelasan kami? 1. Ya 3. Tidak
Jika Ya, bolehkah kami memulai wawancara? 1. Ya 3. Tidak
Bolehkan kami mulai merekam percakapan ini? 1. Ya 3. Tidak

KONTAK PERSON

Jika nanti I/B/S merasa tidak diperlakukan dengan sopan atau adil, atau I/B/S memiliki pertanyaan, I/B/S dapat menghubungi:

NAMA :
ALAMAT EMAIL :
NOMOR TELEPON :
ALAMAT KANTOR :

KU11	Dari mana modal awal usaha mikro I/B/S? JAWABAN BISA LEBIH DARI SATU, KECUALI UNTUK JAWABAN Y. TIDAK TAHU	A. Pribadi B. Pinjaman bank C. Pinjaman dari perorangan bukan keluarga D. Pinjaman lembaga keuangan bukan bank	E. Pinjaman koperasi F. Pinjaman keluarga/saudara G. Modal ventura V. Lainnya _____ Y. TIDAK TAHU
KU12	Apakah saat ini pemilik usaha sedang memiliki pinjaman/kredit kepada pihak bank?	1. Ya 3. Tidak	
KU13	Berapa jumlah pekerja (termasuk pemilik usaha) pada usaha I/B/S di bulan Oktober 2020?		
	a. Pekerja laki-laki	____ orang	
	b. Pekerja perempuan	____ orang	
	c. Pekerja paruh waktu	____ orang	
	d. Pekerja penuh waktu	____ orang	
	e. Pekerja penyandang disabilitas	____ orang	
KU14	Bagaimana jumlah pekerja saat ini dibandingkan dengan bulan Februari 2020	1. Meningkat 2. Menurun 3. Sama 6. TIDAK BERLAKU [USAHA BELUM BUKA FEBRUARI 2020]	
KU15	Berapa jam kerja usaha mikro ini dalam sepekan di bulan Oktober 2020?	____ jam	
KU16	Bagaimana jam kerja saat ini dibandingkan dengan bulan Februari 2020	1. Meningkat 2. Menurun 3. Sama 6. TIDAK BERLAKU [USAHA BELUM BUKA FEBRUARI 2020]	
KU17	Apakah I/B/S dalam menjalankan usaha mikro ini menggunakan media online atau offline?	1. Ya, online saja 2. Ya, offline saja → KU19a 3. Kedua-duanya	
KU18	Apa media online yang digunakan usaha mikro I/B/S? JAWABAN BISA LEBIH DARI SATU	A. Gojek/Grab B. Bukalapak/Shopee/Tokopedia/Blibli C. Facebook/Instagram/Youtube	D. Website E. WA/telegram/line V. Lainnya _____
KU19a	Berapa jumlah omzet usaha I/B/S setahun kemarin? Omzet: seluruh jumlah uang yang didapat dari hasil penjualan (usaha) dalam jangka waktu tertentu dan belum dikurangi dengan biaya pokok produksi, upah pekerja dan lain-lain.	1. < 50 juta 2. 50 juta – 100 juta 3. 101 juta – 300 juta 4. > 300 juta 5. TIDAK TAHU 6. TIDAK BERLAKU [USAHA TIDAK BUKA TAHUN LALU]	
KU19	Berapa jumlah rata-rata omzet usaha mikro I/B/S pada bulan Oktober 2020?		
	a. Offline	1. Rp ____ . ____ . ____ 2. Rp 0 8. TIDAK TAHU	
	b. Online	1. Rp ____ . ____ . ____ 2. Rp 0. 8. TIDAK TAHU	
KU20	Bagaimana omzet usaha mikro I/B/S pada bulan Oktober dibanding dengan bulan Februari 2020?		
	a. Offline	1. Meningkat 2. Menurun 3. Sama 6. USAHA BERDIRI SETELAH FEBRUARI 2020 7. TIDAK ADA OFFLINE	
	b. Online	1. Meningkat 2. Menurun 3. Sama 6. USAHA BERDIRI SETELAH FEBRUARI 2020 7. TIDAK ADA ONLINE	
KU21	Usaha ini menjadi nasabah atau mitra/binaan atau agen laku pandai dari Bank apa saja? JAWABAN BISA LEBIH DARI SATU	A. BRI B. BNI C. MANDIRI	D. BTN V. Bank lain _____ W. TIDAK ADA
KU22	Apakah usaha mikro I/B/S memiliki catatan transaksi harian secara reguler?	1. Ya 3. Tidak	

PB. PROGRAM BANTUAN BAGI PELAKU USAHA MIKRO (BPUM)

PB01	Apakah I/B/S pernah mendapat informasi mengenai program BPUM?	1. Ya 3. Tidak → PB03a
PB02	Dari mana saja I/B/S mendapat informasi mengenai program BPUM? JAWABAN BISA LEBIH DARI SATU	A. Televisi B. Media cetak C. Media online D. Whatsapp/Telegram/Line E. Pihak Bank F. Dinas Koperasi G. Pihak Kecamatan H. Pihak Kelurahan/Desa I. Pihak RT/RW J. Fasilitator K. Saudara/Teman/Tetangga V. Lainnya _____
PB03	Informasi apa saja yang diperoleh I/B/S mengenai program BPUM? JAWABAN BISA LEBIH DARI SATU	A. Besaran bantuan B. Cara mendapatkan bantuan C. Target bantuan D. Daftar Lembaga pengusul E. Tempat pendaftaran F. Persyaratan menerima bantuan V. Lainnya _____
PB03a	Apakah I/B/S telah menerima pemberitahuan/informasi sebagai penerima program BPUM?	1. Ya, tanggal ____/____/____ bulan ____/____ 3. Belum menerima pemberitahuan → PB04
PB03b	Siapa yang memberikan pemberitahuan/informasi bahwa I/B/S adalah penerima BPUM? JAWABAN BISA LEBIH DARI SATU	A. Pihak Bank B. Pihak Dinas Koperasi C. Pihak Kelurahan/Desa/ RT/RW D. Fasilitator/staff Lembaga Pengusul V. Lainnya _____
PB03c	Melalui apa pemberitahuan/informasi tersebut disampaikan ke I/B/S? JAWABAN BISA LEBIH DARI SATU	A. SMS Blast B. Whatsapp/telegram/line C. Telepon langsung D. Surat pemberitahuan V. Lainnya _____
PB04	Apakah I/B/S mendaftarkan diri ke lembaga pengusul untuk memperoleh program BPUM?	1. Ya, langsung ke lembaga pengusul 2. Ya, melalui RT/RW/Desa/Kelurahan 3. Tidak
PB05	Apa instansi yang mengusulkan usaha I/B/S untuk menerima bantuan? JAWABAN BISA LEBIH DARI SATU, KECUALI UNTUK JAWABAN Y. TIDAK TAHU	A. BRI B. Dinas Koperasi & UKM C. OJK/Bank Wakaf Mikro D. PNM E. Gerakan Koperasi F. Asosiasi UMKM G. Pegadaian V. Lainnya _____ Y. TIDAK TAHU
PB06	Relasi apa yang dimiliki oleh usaha I/B/S dengan lembaga tersebut? JAWABAN BISA LEBIH DARI SATU, KECUALI UNTUK PILIHAN JAWABAN W. TIDAK ADA HUBUNGAN ATAU Y. TIDAK BERLAKU	A. Nasabah B. Mitra/Binaan/Anggota C. Hubungan kekerabatan/keluarga D. Hubungan teman/tetangga V. Lainnya _____ W. TIDAK ADA HUBUNGAN Y. TIDAK TAHU
PB07	Nama siapa yang didaftarkan untuk mendapatkan BPUM?	1. Pemilik usaha → PB08 2. Pasangan pemilik usaha 5. Lainnya _____ 6. TIDAK TAHU → PB08
PB07a	Apa jenis pekerjaan dari nama yang terdaftar di lembaga pengusul?	1. Tidak bekerja 2. ASN/TNI/Polri 3. Mahasiswa 4. Pegawai Swasta 5. Pegawai BUMN/BUMD 6. Buruh 7. Lainnya _____
PB07b	Mengapa bukan nama pemilik usaha yang didaftarkan pada lembaga pengusul? JAWABAN BISA LEBIH DARI SATU	A. Tidak punya rekening bank B. Tidak memiliki KTP C. Menyesuaikan alamat domisili usaha mikro D. Mengikuti saran lembaga pengusul V. Lainnya _____
PB08	Apakah I/B/S berhasil melakukan registrasi/verifikasi untuk mencairkan BPUM?	1. Ya, berhasil → PB10 2. Tidak berhasil 3. Tidak melakukan registrasi/verifikasi → PB10
PB09	Kenapa I/B/S tidak berhasil melakukan registrasi/ verifikasi?	A. Tidak sesuai kriteria (ASN, TNI/militer, pegawai BUMN/BUMD)

	JAWABAN BISA LEBIH DARI SATU KECUALI JIKA JAWABAN ADALAH W	B. Rekening diblokir C. Tidak dapat melengkapi dokumen yang dibutuhkan D. Ketidak-sesuaian NIK di KTP dengan NIK di bank E. Ketidak-sesuaian nama di KTP dengan yang terdaftar di bank F. Uang sudah dicairkan orang lain V. Lainnya _____ Y. TIDAK TAHU →PB22
PB10	Berapa jumlah dana program BPUM yang I/B/S terima?	1. Rp <input type="text"/> . <input type="text"/> . <input type="text"/> 8. TIDAK TAHU/LUPA
PB12	Apakah dana program BPUM telah I/B/S cairkan?	1. Ya, seluruhnya → PB14 2. Ya, sebagian → PB14 3. Belum
PB13	Mengapa dana program BPUM belum I/B/S cairkan? JAWABAN BISA LEBIH DARI SATU	A. Belum membutuhkan B. Belum ada waktu mencairkan C. Usaha sedang tutup D. Ingin ditabung E. Uang sudah dicairkan orang lain V. Lainnya _____ →PB22
PB14	Melalui rekening bank apa I/B/S mencairkan dana bantuan BPUM?	1. BRI 2. BNI 3. BNI Syariah 5. Lainnya _____
PB15	Dokumen apa saja yang I/B/S siapkan untuk pencairan dana BPUM?	A. Dokumen kependudukan (KTP/KK) B. Dokumen izin usaha C. Formulir pendaftaran D. Surat Pernyataan Dan Kuasa Penerima Bantuan Pelaku Usaha Mikro (BPUM) E. Buku tabungan/kartu ATM V. Lainnya _____ W. TIDAK ADA
PB16	Kendala apa yang I/B/S hadapi saat proses pencairan bantuan di bank? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA JAWABAN W. TIDAK ADA KENDALA	A. Perbedaan data kependudukan B. Dokumen pendukung tidak lengkap C. Waktu menunggu yang lama D. Harus membuka rekening baru V. Lainnya _____ W. TIDAK ADA KENDALA
PB17	Dana program BPUM yang I/B/S cairkan digunakan untuk apa saja? JAWABAN TIDAK DIBACAKAN JAWABAN BISA LEBIH DARI SATU	A. MEMBELI BAHAN BAKU B. MEMBELI/MENYEWA ALAT PRODUKSI C. MEMBAYAR PEGAWAI D. MEMBAYAR HUTANG E. MASUK DALAM TABUNGAN F. MEMBELI KEBUTUHAN KONSUMSI V. LAINNYA _____
PB18	Apakah I/B/S mengeluarkan biaya saat mencairkan dana program BPUM tersebut?	1. Ya 3. Tidak → PB22
PB19	Berapa jumlah biaya yang harus dikeluarkan untuk mencairkan dana program BPUM tersebut?	1. Rp <input type="text"/> . <input type="text"/> . <input type="text"/> 8. TIDAK INGAT/LUPA
PB20	Biaya tersebut digunakan untuk apa? JAWABAN BISA LEBIH DARI SATU	A. Adminstrasi (materai, foto copy, dll) B. Pembukaan rekening C. Reaktivasi rekening mati V. Lainnya _____
PB21	Kepada siapa I/B/S membayar biaya tersebut? JAWABAN BISA LEBIH DARI SATU	A. Dinas Koperasi B. Pihak Bank C. Pihak desa/RT/RW D. Fasilitator V. Lainnya _____
PB22	Selain program BPUM, bantuan apa saja yang diterima keluarga I/B/S? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA PILIHAN JAWABAN W TERPILIH	A. Program Sembako KKS B. Program Keluarga Harapan C. Program Indonesia Pintar D. JKN-KIS E. Kartu Pra-Kerja F. Subsidi Gaji G. Diskon Listrik H. Subsidi Bunga Kredit Usaha Rakyat (KUR) I. KUR Super Mikro J. Keringanan Pajak K. Subsidi Kredit L. Penjaminan Kredit M. Bantuan Sembako dari Kemensos N. Bantuan Presiden O. Bantuan dari Pemerintah Daerah P. BLT Dana Desa Q. Bantuan Sosial Tunai V. Lainnya _____ W. TIDAK ADA

SP. STRATEGI PENGUSAHA DALAM MENGHADAPI PANDEMI COVID-19

SP01	Apakah saja masalah yang dihadapi usaha mikro I/B/S sebagai dampak Covid-19?		
	Kegiatan produksi dan penjualan		
	a. Bahan baku/pasokan lebih sulit diperoleh	1. Ya	3. Tidak
	b. Harga bahan baku/pasokan menjadi lebih mahal	1. Ya	3. Tidak
	c. Volume produksi berkurang	1. Ya	3. Tidak
	d. Permintaan (pelanggan) menurun	1. Ya	3. Tidak
	e. Pembatasan jam operasional usaha	1. Ya	3. Tidak
	Tenaga kerja (SDM)		
	f. Ketidakhadiran pekerja karena sakit (terpapar COVID 19)	1. Ya	3. Tidak
	g. Ketidakhadiran pekerja karena melaksanakan himbauan pemerintah	1. Ya	3. Tidak
	Kondisi keuangan kegiatan usaha		
	h. Tidak tersedia uang untuk kegiatan operasional (membeli bahan baku, sewa lahan/alat, tagihan listrik, dll)	1. Ya	3. Tidak
	i. Tidak memiliki uang untuk membayar cicilan (hutang) kegiatan usaha	1. Ya	3. Tidak
	j. Tidak memiliki uang untuk membayar gaji/upah pekerja	1. Ya	3. Tidak
SP02	Saat ini, berapa lama cadangan uang yang dimiliki untuk usaha I/B/S bisa bertahan?	1. Tidak sampai 3 hari 2. 3 hari 3. 7 hari	4. 10 hari 5. Lebih dari 10 hari 6. TIDAK BERLAKU [USAHA TUTUP] 8. Tidak tahu
SP03	Menurut I/B/S apa kebijakan yang paling dibutuhkan untuk membantu usaha ini dalam menghadapi krisis akibat COVID-19 ini? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA Y TERPILIH	A. Bantuan uang tunai B. Penangguhan pembayaran biaya operasional (sewa, listrik, telepon dll) C. Penangguhan pembayaran pinjaman D. Akses terhadap kredit baru E. Keringanan bunga pinjaman F. Pinjaman tanpa agunan G. Penangguhan pembayaran pajak	H. Subsidi pembayaran upah I. Ijin usaha beroperasi dengan new normal J. Memfasilitasi pemasaran K. Menyediakan layanan transportasi atau distribusi barang V. Lainnya _____ Y. TIDAK TAHU
SP04	Apa saja upaya yang I/B/S lakukan untuk mengatasi masalah kegiatan usaha di masa pandemi Covid-19? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA W TERPILIH	A. Mengganti bahan baku/pasokan B. Mengurangi harga produk/jasa C. Mengganti produk/jasa yang diproduksi	D. Melayani jasa antar E. Membuka pesanan online V. Lainnya _____ W. TIDAK MELAKUKAN APAPUN
SP05	Apa saja upaya yang I/B/S lakukan untuk mengatasi masalah tenaga kerja (SDM) di masa pandemi Covid-19? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA W TERPILIH	A. Mengurangi jumlah pekerja B. Mengurangi jam kerja C. Memotong gaji/upah pekerja D. Merumahkan (sementara) sebagian/seluruh pekerja E. Mengganti pekerja tetap dengan pekerja borongan V. Lainnya _____ W. TIDAK MELAKUKAN APAPUN	
SP06	Apa upaya yang dilakukan oleh I/B/S untuk mengatasi permasalahan keuangan? JAWABAN BISA LEBIH DARI SATU KECUALI JIKA W TERPILIH	A. Meminjam uang dari bank B. Meminjam uang dari lembaga keuangan non-bank C. Meminjam uang dari teman atau keluarga D. Mengajukan penangguhan utang	E. Menunda pembayaran ke supplier/pekerja/pemerintah F. Menjual aset/modal termasuk mesin dan kendaraan V. Lainnya _____ W. TIDAK MELAKUKAN APAPUN

CATATAN PEWAWANCARA

NO. PERTANYAAN	KETERANGAN

SECRETARIAT OF THE NATIONAL TEAM
FOR THE ACCELERATION OF POVERTY REDUCTION
Grand Kebon Sirih Lt.5, Jl.Kebon Sirih Raya No.35
Jakarta Pusat, 10110
T. 021 - 3912812

www.tnp2k.go.id

