



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-25-01

## What OIG Inspected

OIG inspected the executive direction, policy and program implementation, resource management, and information management operations of Mission Indonesia. The inspection included Embassy Jakarta, Consulate General Surabaya, Consulate Medan, and Consular Agency Bali.

## What OIG Recommends

OIG made 30 recommendations to Embassy Jakarta. In its comments on the draft report, the embassy concurred with all 30 recommendations. OIG considers all 30 recommendations resolved. The embassy's response to each recommendation and OIG's reply can be found in the Recommendations section of this report. The embassy's formal response is reprinted in its entirety in Appendix B.

January 2025

OFFICE OF INSPECTIONS

BUREAU OF EAST ASIAN AND PACIFIC AFFAIRS

## Inspection of Embassy Jakarta and Constituent Posts, Indonesia

### What OIG Found

- The Chargé d'Affaires led Mission Indonesia in a professional and collaborative manner.
- Mission Indonesia developed a program to strengthen professional development that offers First- and Second-Tour employees nine different professional development opportunities.
- Embassy Jakarta's public diplomacy grant files did not consistently meet Department of State standards.
- Consulate General Surabaya used public diplomacy funds for non-public diplomacy purposes, contrary to Department guidance.
- Mission Indonesia had internal control issues related to general services, human resources, facility management, and general management.
- Mission Indonesia's Diplomatic Technology unit had numerous information security and internal control issues that required attention.
- Spotlight on Success: The embassy developed a suicide awareness and prevention program and associated training that was implemented at 13 overseas posts in the region.
- Spotlight on Success: Mission Indonesia used its American Spaces program to reach beyond conventional audiences to support Integrated Country Strategy and U.S. strategic goals.
- Spotlight on Success: The Public Diplomacy Section at Consulate General Surabaya developed innovative programs allowing projects to be scaled up or down depending on their success.