E-commerce is a valuable alternative source of income during the pandemic.

The World Bank's Indonesia Covid-19 Observatory is a multi-GP partnership that aims to generate usable and near-real-time insights on the impact of the pandemic to inform the Government of Indonesia's policy response to the crisis.

### Figure 1
25% of merchants surveyed joined during the pandemic...

### Figure 2
>50% of merchants surveyed are young online businesses.

#### Years of Selling Online
- 0 years: 14%
- 1 year: 26%
- 2 years: 17%
- 3 years: 14%
- 4 years: 9%
- 5 years: 6%
- 6 years: 4%
- 7 years: 2%
- 8 years: 2%
- 9 years: 1%
- 10 years: 1%
- 10+ years: 4%
Signs of recovery were evident by November

Those who were more versatile to switch product categories to cater to changing consumer’s demand appeared to weather the pandemic better.

Digital merchants appeared to be more resilient in terms of keeping their business going during the pandemic, reflecting the ability to switch to sell online...
Digital skills/knowledge/training and cash transfer are the top support programs and government assistance digital merchants want to mitigate the impacts of the pandemic.

Digital skills/knowledge/training, sales & marketing and cheaper & reliable logistics services are the top three areas in which sellers need support...

Digital merchants who received cash transfer largely received it via pre-employment card and BLT Produktif.

Half of merchants received government assistance by applying for it and three-quarters of them learned about government assistance from online news.

One in five merchants surveyed received government assistance and 62% of those received cash transfers mostly in the form of pre-employment cards and BLT produktif.
Sellers used different types of cash transfers in different ways, which indicates that some government assistance is more effective if targeted to some types of sellers.

But to a large extent, utilization of government assistance programs is already aligned with expectations of the government.