

ABSTRAK

ANALISIS KUALITAS PELAYANAN OMBUDSMAN (STUDI KASUS KANTOR OMBUDSMAN REPUBLIK INDONESIA PERWAKILAN JAWA BARAT)

Ombudsman Republik Indonesia sebelumnya bernama Komisi Ombudsman Nasional adalah lembaga negara di Indonesia yang mempunyai kewenangan mengawasi penyelenggaraan pelayanan publik baik yang diselenggarakan oleh penyelenggara negara dan pemerintahan, termasuk yang diselenggarakan oleh Badan Usaha Milik Negara, Badan Usaha Milik Daerah, dan Badan Hukum Milik Negara serta badan swasta atau perseorangan yang diberi tugas menyelenggarakan pelayanan publik tertentu yang sebagian atau seluruh dananya bersumber dari Anggaran Pendapatan dan Belanja Negara atau Anggaran Pendapatan dan Belanja Daerah, pelaksanaan pelayanan ombudsman tertera dalam Undang-Undang Republik Indonesia No. 25 Tahun 2009 tentang pelayanan publik. Penelitian ini bertujuan untuk mengetahui bagaimana kualitas pelayanan ombudsman Republik Indonesia perwakilan Jawa Barat.

Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian deskriptif dengan pendekatan kualitatif. Penelitian deskriptif kualitatif merupakan penelitian yang bertujuan untuk menggambarkan dan mendeskripsikan peristiwa maupun fenomena yang terjadi di lapangan dan menyajikan data secara sistematis, faktual, dan akurat mengenai fakta-fakta atau fenomena yang terjadi di lapangan. Pengumpulan data dilakukan dengan teknik observasi, wawancara dan studi dokumentasi. Analisis data menggunakan model analisis dari miles and huberman yang terdiri atas reduksi data, penyajian data, dan verifikasi data.

Penelitian menggunakan model Kualitas Pelayanan yang dibagi menjadi lima dimensi menurut teori Zeithaml, Parasuraman & Berry yaitu, tangibles, reliability, responsiveness, assurance, empathy. Model kualitas pelayanan ini menggambarkan bahwa kualitas pelayanan memiliki kriteria dalam mengukur kualitas pelayanan yang baik.

Hasil penelitian menunjukkan bahwa terdapat banyak masalah dalam pelayanan publik di kantor ombudsman republik indonesia perwakilan jawa barat, dimana diantaranya belum memiliki gedung mandiri, lambatnya klarifikasi dari dinas atau instansi terlapor, sarana prasara yang kurang lengkap, serta ruang pelaporan sedikit dan kecil.

Kata Kunci: Analisis, Kualitas Pelayanan Publik, Ombudsman Perwakilan Jawa Barat.

ABSTRACT

ANALYSIS OF QUALITY OF OMBUDSMAN SERVICES (CASE STUDY OF OMBUDSMAN OFFICE OF THE REPUBLIC OF INDONESIA OF WEST JAVA REPRESENTATIVES)

Previously the Republic of Indonesia Ombudsman was called the National Ombudsman Commission, a state institution in Indonesia that has the authority to oversee the implementation of good public services held by state and government organizers, including those run by State-Owned Enterprises, Regionally-Owned Enterprises, and State-Owned Legal Entities and bodies. private sector or individuals who are given the task of organizing certain public services, some of which or all of their funds are sourced from the State Budget of Revenue and Expenditure or Regional Revenue and Expenditure Budget, the implementation of Ombudsman services is stated in the Law of the Republic of Indonesia No. 25 of 2009 concerning public services. This study aims to find out how the quality of service of the representative of the West Java Republic of Indonesia Ombudsman.

The research method used in this study is a descriptive research method with a qualitative approach. Qualitative descriptive research is a research that aims to describe and describe events and phenomena that occur in the field and present data systematically, factually, and accurately about the facts or phenomena that occur in the field. Data collection is done by observation, interview and documentation study techniques. Data analysis using miles and huberman analysis models consisting of data reduction, data presentation, and data verification.

The study used a Service Quality model which was divided into five dimensions according to Zeithaml, Parasuraman & Berry theory, namely tangibles, reliability, responsiveness, assurance, empathy. This service quality model illustrates that service quality has criteria in measuring the quality of good service.

The results showed that there were many problems in the public service at the Indonesian republic of ombudsman office, West Java representative, which among them did not have an independent building, the slow clarification from the reported agency or agency, insufficient prasara facilities, and small and small reporting rooms.

Keywords: Analysis, Quality of Public Services, Representative Office of West Java Ombudsman.