

Abstrak

Substansi pertanahan merupakan substansi yang sering dilaporkan ke Ombudsman Perwakilan Provinsi Jawa Barat setiap tahunnya. Penelitian ini bertujuan untuk mengetahui kinerja Ombudsman Perwakilan Provinsi Jawa Barat dalam melaksanakan pengawasan di Badan Pertanahan Nasional Kabupaten Bandung. Metode penelitian yang digunakan menggunakan metode penelitian deskriptif dengan pendekatan kualitatif dengan jenis studi kasus. Sedangkan teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi. Teknik analisis data yang digunakan terdiri dari reduksi data, penyajian data, dan penarikan kesimpulan. Kinerja Ombudsman Perwakilan Provinsi Jawa Barat studi kasus pengawasan pelayanan publik di Badan *Pertanahan* Nasional dapat dilihat dari enam dimensi yaitu *Quality* (Kualitas), *Quantity* (kuantitas), *Timeliness* (Ketepatan waktu), *Cost effectiveness* (Efektivitas biaya), *Need for supervision* (Kebutuhan Pengawasan), dan *Interpersonal impact* (dampak hubungan Individu).

Berdasarkan hasil penelitian dari enam dimensi menunjukkan hasil bahwa kinerja Ombudsman Perwakilan Provinsi Jawa Barat dalam melaksanakan pengawasan di Badan Pertanahan Nasional Kabupaten Bandung belum optimal. Adapun kendala-kendala penghambat dalam melaksanakan tugas pengawasan dan penyelesaian laporan pengaduan masyarakat diantaranya ketidakpahaman pelapor dan institusi terlapor terhadap tugas dan fungsi Ombudsman, terlapor tidak beritikad baik untuk menyelesaikan laporan pengaduan masyarakat, Sumber Daya Manusia yang masih kurang jika dibandingkan dengan luasnya wilayah pengawasan, Jumlah anggaran yang terbatas, dukungan fasilitas kantor yang kurang memadai, dan belum meratanya pengetahuan masyarakat terkait keberadaan Ombudsman.

Kata kunci: *Kinerja, Ombudsman Perwakilan Provinsi Jawa Barat, Badan Pertanahan Nasional(BPN)*



Abstrak

The substance of the land is a substance that often reported to the Ombudsman Representative of West Java every year. This study aimed to determine the performance of the Ombudsman Representative of West Java Province in carrying out supervision at Badan Pertanahan Nasional Kabupaten Bandung. This research used descriptive method with qualitative approach and type of case study. While the technique of collecting data is done through interviews, observation, and documentation. The technique of analysis data that used consists of data reduction, data presentation, and conclusion. Performance of the Ombudsman Representative of West Java in the case study of public service supervision at Badan Pertanahan Nasional can be seen from six dimensions, namely Quality, Quantity, Timeliness, Cost effectiveness, Cost effectiveness, Need for supervision, and Interpersonal impact.

Based on the result of the research from six dimensions, the result showed that the performance of the Ombudsman Representative of West Java in carrying out supervision at Badan Pertanahan Nasional Kabupaten Bandung has not been optimal. As for the constraints of the obstacles in carrying out the task of supervising and resolving public complaints reports, among others, the misunderstanding of the reporter and the reported institution against the duties and functions of the Ombudsman, the reported does not have a good intention to resolve public complaints reports, human resources are still lacking when compared to the extent of the area of supervision, limited budget amount, inadequate support for office facilities, and uneven public knowledge regarding the existence of the Ombudsman.

Keywords: Performance, Representative Ombudsman of West Java Province, National Land Agency (BPN)

