

ABSTRAK

Efektivitas Kerja Pegawai Dalam Melayani Laporan Masyarakat Di Kantor Ombudsman Ri Perwakilan Jawa Barat Tahun 2019

Ombudsman merupakan lembaga negara yang memiliki kewenangan mengawasi penyelenggaraan pelayanan publik dalam UU Nomor 37 tahun 2008 tentang Ombudsman Republik Indonesia. Penelitian ini dilandasi adanya fenomena tentang kurang efektifnya kinerja di Ombudsman RI Perwakilan Jawa Barat dilihat dari sarana dan prasarana, baik dari server yang error maupun fasilitas yang kurang memadai. Sehingga bisa menghambat pegawai dalam menerima laporan yang masuk.

Sehubungan dengan fenomena tersebut, tujuan dari penelitian ini adalah untuk mengetahui efektivitas kerja pegawai dalam melayani laporan masyarakat di Kantor Ombudsman RI Perwakilan Jawa Barat melalui dimensi yang dikemukakan oleh Dunncan.

Dalam Penelitian ini mengacu pada teori Efektivitas Kerja Pegawai menurut Dunncan untuk mengukur sejauhmana keberhasilan suatu efektivitas kerja dapat dilihat dari tiga dimensi yaitu integrasi, adaptasi dan pencapaian tujuan.

Metode Penelitian yang digunakan adalah kualitatif deskriptif. Data diperoleh melalui wawancara, observasi dan dokumentasi. Sumber data diperoleh dari dokumen dan informan. Teknik analisis data menggunakan teori Milles dan Hubberman yang meliputi *Data Reduction* (Reduksi Data), *DataDisplay* (penyajian data) dan *Conclusion Drawing/Verification*.

Hasil penelitian memberikan kesimpulan bahwa Efektivitas kerja pegawai di Kantor Ombudsman RI Perwakilan Jawa Barat sangat baik jika dilihat dari kinerja dan pelaksanaannya serta sosialisasi ombudsman kepada masyarakat. Tetapi jika dilihat dari perhatian pemerintah kepada ombudsman sangat kurang baik dapat dilihat dari segi anggaran maupun sarana dan prasarananya.

Kata Kunci: Efektivitas, Kerja, Pegawai, Kinerja

ABSTRACT

Employee Work Effectiveness in Serving Community Reports at the Office of the Ombudsman Ri Representative Office in West Java in 2019

The Ombudsman is a state institution that has the authority to oversee the administration of public services in Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia. This research is based on the phenomenon of ineffective performance in the Indonesian Ombudsman Representative in West Java in terms of facilities and infrastructure, both from server errors and inadequate fascism. So that it can inhibit employees from receiving incoming reports.

In connection with this phenomenon, the purpose of this study is to determine the effectiveness of the work of employees in serving public reports in the Office of the Indonesian Ombudsman Representative Office in West Java through the dimensions proposed by Dunncan.

In this study refers to the theory of Employee Work Effectiveness according to Dunncan to measure the extent of the success of a work effectiveness can be seen from three dimensions, namely integration, adaptation and achievement of goals.

The research method used is descriptive qualitative. Data obtained through interviews, observation and documentation. Sources of data obtained from documents and informants. Data analysis techniques using the theory of Milles and Hubberman which includes Data Reduction, Data DisplayC (presentation of Data) and Conclusionnrawing / Verification.

The results of the study concluded that the effectiveness of the work of employees in the Office of the Indonesian Ombudsman Representative in West Java was very good when viewed from the performance and implementation as well as the socialization of the Ombudsman to the public. But if seen from the government's attention to the ombudsman, it is very poor to be able to choose in terms of the budget and the facilities and infrastructure.

Keywords: Effectiveness, Work, Employees, Performance