

ABSTRACT

THE ROLE OF OMBUDSMAN TOWARDS THE ASSESSMENT OF PUBLIC SERVICES IMPLEMENTED BY THE REGIONAL GOVERNMENTAL INSTITUTIONS OF LAMPUNG PROVINCE (STUDY AT RUMAH SAKIT ABDUL MOELOEK)

Building trust of the society about the public services implementaion implemented by its executors is considered as obligation, yet the fact reveals that the public services implementation nowadays generally has not found the parameters to be measured according to the Constitutions Number 25 in the year of 2009 about public services. Related to this matter, Ombudsman was established to assess the implementation of public services in order to increase the quality of public services. Hereby, the case explored in this research was how the role of Ombudsman towards the assessment of public services implemented by the regional governmental institutions of Lampung Province and the obstacles faced by Ombudsman in assessing the Governmental Institutions of Lampung Province.

The method used in this research was empiric and normative method of research based on the primary and secondary data. The data collection was implemented by the literature and field study. As the data was completed, the data analysis was applied, this research applied the qualitative and descriptive method of data analysis.

The result of this research showed that the Regional Ombudsman of Lampung Province of the Republic of Indonesia had implemented its significant role in assessing the public services of the regional governmental institutions in Lampung Province by preventing the administration deviation in implementing the public services (Article 7 letter (g) Constitution Number 37 in the year of 2008 about Ombudsman), monitoring the implementation of public services (Article 6 Constitution Number 37 in the year of 2008 about Ombudsman), and coordinating and corporating with the other governmental, social, and personal institutions (Article 7 letter (e) Constitution Number 37 in the year of 2008 about Ombudsman). The obstacles faced by Ombudsman in assessing the Governmental Institutions of Lampung Province were classsified into two categories, Internal Obstacle consisted of the absence of competence standardization, supporting secretariate and human resources, and the structural schedule of regular investigation or auditing. The external obstacles faced by Ombudsman in assessing the public services implemented by the Governmental Institutions of

Lampung Province consisted of the lack of obedient of the Governmental Institutions of Lampung Province to the standardization of public services determined by the Constitutions Number 25 in the year of 2009 about public services, the lack of understanding towards the implementation of public services according to the Constitutions Number 25 in the year of 2009 about public services, and the lack of comprehensive position handover mechanism between the previous and the new leader of the Governmental Institutions of Lampung Province. Therefore, the competence standardization training secretariate and human resources handling administration stuffs, well planned and continous sosialization, reward and punishment SKPD evaluation mechanism, checklist procedure between new leaders of SKPD in implementing hand over mechanism are significantly needed in order to sustain the qualify of public services maintenance.

Key Words : Ombudsman, Public Services, Lampung Province