

ABSTRAK

PENGAWASAN OMBUDSMAN PERWAKILAN LAMPUNG TERHADAP PELAYANAN PUBLIK DI MASA EFISIENSI ANGGARAN

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Pelayanan publik merupakan pilar utama *good governance* sebagaimana diatur dalam Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik, yang memerlukan pengawasan eksternal oleh Ombudsman Republik Indonesia berdasarkan Undang-Undang Nomor 37 Tahun 2008 tentang Ombudsman Republik Indonesia. Namun, tantangan muncul pada tahun 2025 akibat Instruksi Presiden Nomor 1 Tahun 2025 tentang Efisiensi Anggaran Pendapatan dan Belanja Negara atau Anggaran Pendapatan dan Belanja Daerah Tahun Anggaran 2025 yang dimana terjadi efisiensi hingga mencapai Rp256,1 triliun anggaran kementerian atau lembaga. Hal ini berpotensi menurunkan standar pelayanan di Provinsi Lampung dan pengawasan dari Ombudsman Perwakilan Lampung sendiri. Penelitian ini mengkaji pengawasan Ombudsman Perwakilan Lampung terhadap pelayanan publik di masa efisiensi anggaran. Permasalahan penelitian: (1) Bagaimanakah pengawasan Ombudsman Perwakilan Lampung terhadap pelayanan publik di masa efisiensi anggaran; (2) Apa inovasi yang dilakukan Ombudsman Perwakilan Lampung dalam upaya pengawasan pelayanan publik di masa efisiensi anggaran.

Penelitian ini menggunakan metode hukum normatif-empiris dengan pendekatan yuridis, konseptual dan sosiologis. Data diperoleh melalui studi pustaka dan wawancara dengan pejabat Ombudsman terkait pelaksanaan pengawasan. Analisis data dilakukan secara deskriptif kualitatif untuk menggambarkan dan menilai pelaksanaan pengawasan serta inovasi yang diterapkan.

Hasil penelitian menunjukkan: (1) Kebijakan efisiensi anggaran pada tahun 2025 berdampak signifikan terhadap operasional Ombudsman Perwakilan Lampung yang mengakibatkan penurunan kualitas pengawasan pelayanan publik. (2) Dalam penerimaan, verifikasi dan pemeriksaan laporan tidak melakukan inovasi secara spesifik, hanya memaksimalkan kanal digital yang tertera dalam Peraturan Ombudsman Republik Indonesia Nomor 58 Tahun 2023 tentang Tata Cara Pemeriksaan dan Penyelesaian Laporan. Dalam pelaksanaan penilaian maladministrasi penyelenggaraan pelayanan publik, dilakukan inovasi dalam kontrol kualitas data dan pengolahan data sesuai dengan Peraturan Ombudsman Republik Indonesia Nomor 61 Tahun 2025 tentang Penilaian Maladministrasi Penyelenggaraan Pelayanan Publik berupa pemanfaatan platform digital melalui aplikasi opini.ombudsman.go.id.

Kata Kunci: Pengawasan, Ombudsman, Pelayanan Publik, Efisiensi Anggaran

ABSTRACT

LAMPUNG OMBUDSMAN SUPERVISION OF PUBLIC SERVICES DURING THE BUDGET EFFICIENCY

By

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Public services are a key pillar of good governance as stipulated in Law No. 25 of 2009 on Public Services, which requires external oversight by the Ombudsman of the Republic of Indonesia based on Law No. 37 of 2008 on the Ombudsman of the Republic of Indonesia. However, challenges arose in 2025 due to Presidential Instruction No. 1 of 2025 concerning the Efficiency of the State Revenue and Expenditure Budget or the Regional Revenue and Expenditure Budget for the 2025 Fiscal Year, which resulted in cuts of up to Rp256.1 trillion in the budgets of ministries or institutions. This has the potential to lower service standards in Lampung Province and the oversight of the Lampung Representative Ombudsman itself. This study examines the oversight of the Lampung Representative Ombudsman on public services during the budget efficiency. Research questions: (1) How does the Lampung Representative Ombudsman supervise public services in the context of budget efficiency; (2) What innovations has the Lampung Representative Ombudsman made in its efforts to supervise public services in the context of budget efficiency.

This study uses a normative-empirical legal method with a juridical, conceptual, and sociological approach. Data was obtained through literature studies and interviews with Ombudsman officials regarding the implementation of supervision. Data analysis was conducted using descriptive qualitative methods to describe and assess the implementation of supervision and the innovations applied.

The results of the study show: (1) The budget efficiency policy in 2025 had a significant impact on the operations of the Lampung Representative Ombudsman, resulting in a decline in the quality of public service oversight. (2) In receiving, verifying and examining reports, no specific innovations were made, only maximising the digital canals specified in Regulation of the Ombudsman of the Republic of Indonesia Number 58 of 2023 about the Procedures for Examining and Resolving Reports.

In the implementation of maladministration assessments of public service delivery, innovations were made in data quality control and data processing in accordance with Regulation of the Ombudsman of the Republic of Indonesia Number 61 of 2025 about the Assessment of Maladministration in Public Service Delivery in the form of utilising a digital platform through opini.ombudsman.go.id application.

Keywords: Oversight, Ombudsman, Public Services, Budget Efficiency