

Urgensi rekomendasi Ombudsman Republik Indonesia sebagai bentuk pengawasan pelayanan publik = Urgency of recommendation of Ombudsman Indonesia as form of public service supervision

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Abstrak

Ombudsman Republik Indonesia adalah lembaga negara yang mempunyai wewenang mengawasi penyelenggaraan pelayanan publik 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 dan/atau anggaran pendapatan dan belanja daerah. Salah satu produk yang dihasilkan oleh pengawasan Ombudsman adalah Rekomendasi. Namun diketahui bahwa masih ada rekomendasi Ombudsman Republik Indonesia yang tidak dilaksanakan oleh terlapor karena banyak yang menganggap rekomendasi ombudsman tidak wajib dilaksanakan. Rekomendasi Ombudsman juga terkendala belum adanya Peraturan Pelaksana Undang-Undang terkait tentang pelaksanaan rekomendasi Ombudsman serta sanksi-sanksi yang semestinya diterapkan. Seharusnya Pemerintah mendukung pelaksanaan rekomendasi Ombudsman agar pelaksanaan pelayanan public semakin efektif dan efisien.

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The Ombudsman of the Republic of Indonesia is a state institution that has the authority to oversee the administration of public services carried out by state and government administrators, including those run by State-Owned Enterprises, Regional-Owned Enterprises, and State-Owned Legal Entities, as well as private or private bodies charged with carrying out services certain public whose part or all of the funds are sourced from the state budget and / or regional budget. One of the products produced by Ombudsman supervision is Recommendation. However, it is known that there are still recommendations made by the Ombudsman of the Republic of Indonesia that are not implemented by the reported party because many consider that the ombudsman's recommendations are not mandatory. The recommendation of the Ombudsman is also constrained by the absence of implementing regulations relating to the implementation of the Ombudsman's recommendations and the sanctions that should be applied. The Government should support the implementation of the Ombudsman's recommendations so that the implementation of public services is more effective and efficient.