

**PERANAN OMBUDSMAN REPUBLIK INDONESIA PERWAKILAN  
DAERAH ISTIMEWA YOGYAKARTA TERHADAP PENGAWASAN  
PELAYANAN PUBLIK  
(STUDI KASUS RSUD WONOSARI)**

Setia Bhagawanta<sup>1</sup>, Rizky Septiana<sup>2</sup>

**INTISARI**

Penelitian ini bertujuan untuk mengetahui dan mendeskripsikan penerapan kewenangan pengawasan oleh Ombudsman dalam menjalankan tugas dan fungsi di ruang lingkup pelayanan publik khususnya di RSUD Wonosari selama pandemi; serta mengetahui dan mendeskripsikan tindakan dari Ombudsman Republik Indonesia terhadap adanya kasus penolakan pasien di masa pandemi dalam ruang lingkup pelayanan publik di RSUD Wonosari.

Penelitian ini adalah penelitian normatif empiris dan bersifat deskriptif. Data dalam penelitian ini terdiri dari data primer dan data sekunder. Data primer didapatkan melalui langsung dari lapangan dengan cara wawancara terhadap responden adapun data sekunder didapatkan melalui studi pustaka.

Hasil penelitian menunjukan bahwa penerapan kewenangan pengawasan yang dilaksanakan oleh Ombudsman Perwakilan DIY selama pandemi khususnya di RSUD Wonosari terbukti tidak dilakukan secara optimal. Ombudsman Perwakilan DIY hanya melakukan pengawasan penyelenggaraan pelayanan publik secara keseluruhan di Kota Wonosari dalam satu periode waktu karena jarak tempuh yang jauh dari kantor perwakilan Ombudsman DIY. Ombudsman Republik Indonesia terbukti tidak melakukan salah satu tugasnya yaitu melakukan investigasi atas prakarsa sendiri terhadap dugaan maladministrasi dalam penyelenggaraan pelayanan publik dengan tidak melakukan tindakan dalam kasus penolakan pasien di RSUD Wonosari yang tidak sesuai dengan peraturan perundang-undangan.

**Kata Kunci: Pelayanan Publik, Ombudsman, Kesehatan, Rumah Sakit**

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## **THE ROLE OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA REPRESENTATIVE OF THE SPECIAL REGION OF YOGYAKARTA IN THE SUPERVISION OF PUBLIC SERVICES (CASE STUDY RSUD WONOSARI)**

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### **ABSTRACT**

This study aims to find out and describe the implementation of supervisory authority by the Ombudsman in carrying out duties and functions within the scope of public services, especially at RSUD Wonosari during the pandemic; as well as finding out and describing the Ombudsman of the Republic of Indonesia's follow-up on patient rejection cases during the pandemic within the scope of public services at RSUD Wonosari.

This study is an empiric normative research and descriptive oriented. The data in this research consists of primary data and secondary data. Primary data were obtained directly from the field by interviewing respondents, and secondary data were obtained through a literature study.

The study findings shows that the implementation of the supervisory authority carried out by the DIY Ombudsman Representative during the pandemic, especially at RSUD Wonosari, was proven not carried out optimally. The DIY Ombudsman Representative only supervises the public services management overall in Wonosari City for one period of time due to the mileage distance from the DIY Ombudsman Representative office. The Ombudsman of the Republic of Indonesia was proven not to have taken any action, namely carrying out an investigating on his redundant initiative into allegations of maladministration in the delivery of public services by not taking action in cases of patient claims at Wonosari Hospital that were not in accordance with statutory regulations.

**Keyword: Public Services, Ombudsman, Health, Hospital**

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