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PENGAWASAN OMBUDSMAN REPUBLIK INDONESIA PERWAKILAN DAERAH ISTIMEWA
YOGYAKARTA TERHADAP LAPORAN
MALADMINISTRASI DALAM PELAYANAN PUBLIK: STUDI KASUS PENGADAAN SERAGAM
SEKOLAH NEGERI DAERAH ISTIMEWA
YOGYAKARTA

Pengawasan Ombudsman Republik Indonesia Perwakilan Daerah Istimewa
Yogyakarta terhadap Laporan Maladministrasi dalam Pelayanan Publik: Studi Kasus
Pengadaan Seragam Sekolah Negeri Daerah Istimewa Yogyakarta
Oleh: Galuh Fairuzela Salsabillah*, Rizky Septiana Widyaningtyas**

INTISARI

Meski regulasi melarang komersialisasi pendidikan, maladministrasi pengadaan seragam di sekolah negeri Daerah Istimewa Yogyakarta tetap marak terjadi. Penelitian ini bertujuan untuk menganalisis kedudukan dan kewenangan Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta dalam melakukan pengawasan, serta mengidentifikasi hambatan dan upaya efektivitas penanganan laporan guna menjamin integritas pelayanan publik sesuai dengan prinsip negara hukum dan *welfare state*. Melalui analisis ini, diharapkan dapat ditemukan formulasi yang tepat dalam menjaga kepatuhan penyelenggara layanan pendidikan terhadap regulasi yang berlaku.

Penelitian ini menggunakan metode penelitian hukum normatif-empiris dengan sifat deskriptif-analitis. Data primer diperoleh melalui penelitian lapangan dengan teknik wawancara kepada narasumber di Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta, sementara data sekunder mencakup bahan hukum primer, sekunder, dan tersier. Seluruh data dikumpulkan melalui kombinasi studi lapangan dan kajian kepustakaan, yang kemudian dianalisis secara kualitatif untuk mengkaji kesenjangan antara regulasi (*das Sollen*) dan praktik pelayanan publik di lapangan (*das Sein*).

Hasil penelitian menunjukkan bahwa Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta merupakan pengawas eksternal independen yang memiliki kedudukan strategis sebagai *magistrature of influence* dalam menjalankan mekanisme *checks and balances*. Kewenangan pemeriksaan laporan hingga Investigasi Atas Prakarsa Sendiri terbukti efektif mengungkap maladministrasi sistemik pada pengadaan seragam sekolah melalui parameter AAUPB. Namun, efektivitas tersebut masih terhambat oleh ketiadaan sanksi eksekutorial dan budaya birokrasi paternalistik yang memicu kepatuhan semu. Oleh karena itu, sinergi dengan APIP dan tekanan publik menjadi kunci penguatan rekomendasi Ombudsman demi mewujudkan tata kelola pemerintahan yang akuntabel.

Kata Kunci: AAUPB; Maladministrasi; Ombudsman Republik Indonesia Daerah Istimewa Yogyakarta; Pelayanan Publik; Seragam Sekolah.

* Mahasiswa Departemen Hukum Administrasi Negara, Fakultas Hukum, Universitas Gadjah Mada, Yogyakarta.

** Dosen Departemen Hukum Administrasi Negara, Fakultas Hukum, Universitas Gadjah Mada, Yogyakarta.



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*The Oversight Of The Ombudsman Of The Republic Of Indonesia Representative Office
Of The Special Region Of Yogyakarta On Maladministration Reports In Public Services:
A Case Study Of Public School Uniform Procurement In Special Region Of Yogyakarta*

Author: Galuh Fairuzela Salsabillah*, Rizky Septiana Widyaningtyas**

ABSTRACT

Despite regulations prohibiting the commercialization of education, maladministration in the procurement of school uniforms in public schools across Special Region Of Yogyakarta remains prevalent. This research aims to analyze the legal standing and authority of the Representative Office of the Ombudsman of the Republic of Indonesia in Special Region Of Yogyakarta in conducting oversight, as well as to identify obstacles and efforts to enhance the effectiveness of report handling to guarantee the integrity of public services in accordance with the principles of the rule of law and the welfare state. Through this analysis, it is expected to identify the appropriate formulation to ensure compliance of education service providers with the prevailing regulations.

*This research employs a normative-empirical legal research method with a descriptive-analytical approach. Primary data were obtained through field research using interview techniques with informants at the Representative Office of the Ombudsman of the Republic of Indonesia in Special Region Of Yogyakarta, while secondary data encompass primary, secondary, and tertiary legal materials. All data were collected through a combination of field studies and literature reviews, which were then analyzed qualitatively to examine the gap between regulations (*das Sollen*) and the practice of public services in the field (*das Sein*).*

The results indicate that the Representative Office of the Ombudsman of the Republic of Indonesia in Special Region Of Yogyakarta serves as a strategic independent external supervisory body acting as a magistrature of influence in implementing checks and balances mechanisms. The authority to examine reports and conduct Own-Motion Investigations has proven effective in uncovering systemic maladministration in school uniform procurement through the parameters of the General Principles of Good Governance (AAUPB). However, this effectiveness is still hindered by the absence of executorial sanctions and a paternalistic bureaucratic culture that triggers pseudo-compliance. Therefore, synergy with the Government Internal Supervisory Apparatus and public pressure are key to strengthening the Ombudsman's recommendations in achieving accountable governance.

Keywords: AAUPB; Maladministration; Ombudsman RI Special Region Of Yogyakarta; Public Services; School Uniforms.

* Undergraduate Student of Administrative Law Departement at Faculty of Law Of Universitas Gadjah Mada, Yogyakarta.

** Lecturer of Administrative Law Departement at Faculty of Law of Universitas Gadjah Mada, Yogyakarta.