

INTISARI

Kegiatan magang dan mini riset ini bertujuan untuk mengetahui peran Ombudsman Perwakilan Daerah Istimewa Yogyakarta dalam melakukan penyelenggaraan pelayanan publik melalui strategi penyelesaian kasus yang baru yaitu kemitraan dengan komunitas masyarakat sipil KP4 Gunung Kidul dalam kasus maladministrasi pelayanan publik di RSUD Wonosari. Selama magang, penulis mengikuti kegiatan Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta dalam kurun waktu lima minggu dengan spesialisasi pembagian kerja tiap minggunya di tiga tim keasistenan, yaitu tim Penerimaan dan Verifikasi Laporan, tim Pemeriksaan Laporan, dan tim Pencegahan. Mini riset dilakukan selama magang dan setelahnya, dengan metode studi kasus mengenai kemitraan yang Ombudsman bangun dengan KP4 Gunung Kidul dalam kasus maladministrasi di RSUD Wonosari. Dari kegiatan magang dan temuan mini riset dapat disimpulkan bahwa, pertama, Ombudsman berhasil membangun kemitraan dengan KP4 Gunung Kidul dalam penyelesaian kasus maladministrasi RSUD Wonosari. Kedua, Ombudsman berhasil menggerakkan partisipasi langsung masyarakat sipil dalam pengawasan pelayanan publik melalui KP4 Gunung Kidul. Ketiga, kemitraan dengan masyarakat sipil dibangun dalam rangka menjalankan fungsi advokasi yang tidak bisa dijalankan oleh Ombudsman. Keempat, Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta sebagai lembaga sampiran Negara masih dibutuhkan dan mengambil andil penting dalam pengawasan pelayanan publik di Yogyakarta. Catatan kritis dari proses magang dan mini riset ini ialah pertama, KP4 Gunung Kidul masih bersifat sporadis, belum memiliki agenda kerja tetap. Kedua, sebagai komunitas mandiri, internal organisasi masih lemah dan keanggotaan tidak tetap karena bersifat *volunteer*.

Kata Kunci: *state auxiliary agency*, kemitraan, pengawasan, maladministrasi pelayanan publik, Ombudsman Republik Indonesia Perwakilan Daerah Istimewa Yogyakarta, KP4 Gunung Kidul

ABSTRACT

This apprenticeship and mini research activity aims to find out the role of the Yogyakarta Special Representative Ombudsman in carrying out public services through a new case resolution strategy that is a partnership with the KP4 Gunung Kidul civil society community in the case public service maladministration at Wonosari Regional Hospital. During the internship, the author participated in the Ombudsman of Republic of Indonesia Yogyakarta Special Representative within five weeks, specializing in the division of work each week in three assistant teams, namely Reception and Verification Report team, the Report Inspection team, and the Prevention team. Mini research was carried out during the apprenticeship and thereafter, with the case study method concerning the partnership that the Ombudsman established with KP4 Gunung Kidul in the case of maladministration at Wonosari Regional Hospital. From the apprenticeship activities and mini research findings, it can be concluded that, first, the Ombudsman succeeded in establishing a partnership with KP4 Gunung Kidul in solving the maladministration case at Wonosari Regional Hospital. Second, the Ombudsman succeeded in driving direct participation of civil society in the supervision of public services through KP4 Gunung Kidul. Third, partnerships with civil society are built in order to carry out advocacy functions that cannot be carried out by the Ombudsman. Fourth, the Ombudsman of the Republic of Indonesia Representative of the Special Region of Yogyakarta as a state adjunct institution is still needed and plays an important role in the supervision of public services in Yogyakarta. A critical note from the apprenticeship and mini research process is that first, KP4 Gunung Kidul is still sporadic, does not have a permanent work agenda. Second, as an independent community, internal organizations are still weak and membership is not permanent because it is voluntary.

Keywords: state auxiliary agency, partnership, supervision, public service maladministration, Ombudsman of the Republic of Indonesia Representative of Yogyakarta Special Region, KP4 Gunung Kidul