

**INTISARI**  
**PERANAN PERWAKILAN OMBUDSMAN REPUBLIK INDONESIA  
DAERAH ISTIMEWA YOGYAKARTA DALAM MENANGANI  
LAPORAN MALADMINISTRASI DI DAERAH ISTIMEWA  
YOGYAKARTA**

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Penelitian ini bertujuan untuk memperoleh gambaran mengenai peranan Perwakilan Ombudsman Republik Indonesia Daerah Istimewa Yogyakarta dalam menangani laporan maladministrasi, kendala yang dihadapi dan upaya yang dilakukan dalam mengatasi kendala Perwakilan Ombudsman Republik Indonesia Daerah Istimewa Yogyakarta.

Penelitian ini merupakan penelitian hukum normatif dan penelitian hukum empiris. Penelitian hukum normatif dilakukan untuk memperoleh data pustaka melalui penelitian kepustakaan. Sedangkan penelitian hukum empiris dilakukan untuk memperoleh data lapangan melalui metod wawancara. Analisis data dilakukan secara kualitatif dan disajikan secara deskriptif.

Hasil penelitian menunjukkan bahwa peranan Perwakilan Ombudsman Republik Indonesia Daerah Istimewa Yogyakarta dalam menangani laporan maladministrasi di Daerah Istimewa Yogyakarta dilakukan secara aktif dengan *own motion investigation* maupun secara pasif dengan menunggu laporan Pelapor. Beberapa kendala yang dihadapi adalah : 1) kendala sumber daya manusia yang kurang dalam proses penyelesaian maladministrasi; 2) Terlapor yang tidak bisa diajak bekerjasama yang terbagi dalam tiga poin *pertama* mengenai lamanya Terlapor dalam memberikan klarifikasi dari Perwakilan Ombudsman Republik Indonesia Daerah Istimewa Yogyakarta, *kedua* mengenai tanggapan Terlapor tidak sesuai dengan apa inti dari masalah yang dimintakan klarifikasi, *ketiga* mengenai Terlapor yang tetap ngotot dengan argumennya; 3) harapan pelapor yang terlalu besar kepada Perwakilan Ombudsman Republik Indonesia DI. Yogyakarta terkait penyelesaian laporan. Upaya yang dilakukan untuk mengatasi kendala yaitu: 1) penambahan Pegawai Negeri Sipil untuk mengisi formasi pegawai pengelolaan keuangan atau kesekretariatan, selain itu rencana kedepan akan ada penambahan alokasi asisten di setiap perwakilan; 2) mengadakan pertemuan langsung dengan Terlapor dan menjaga hubungan baik dengan instansi di daerah; 3) memberikan pemahaman kepada Pelapor tentang batasan-batasan dalam penyelesaian laporan maladministrasi, pendekatan secara persuasif kepada masyarakat saat penyelesaian laporan maladministrasi dan meningkatkan kegiatan sosialisasi kepada masyarakat.

Kata kunci : Perwakilan Ombudsman Republik Indonesia DI. Yogyakarta maladministrasi

## ABSTRACT

### **THE ROLE OF THE OMBUDSMAN REPRESENTATIVE OFFICE OF THE REPUBLIC OF INDONESIA FOR YOGYAKARTA SPECIAL REGION CHAPTER IN DEALING WITH MALADMINISTRATION REPORTS SUBMITTED TO YOGYAKARTA SPECIAL REGION**

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This study aims to determine the role of the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter in dealing with maladministration reports, the obstacles with which they are confronted and efforts to overcome the obstacles with which the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter are confronted.

This is a normative study and an empirical legal study. The first was made in an attempt to collect library data by conducting library research. The latter was made in an attempt to collect field data by conducting interviews. The data were analyzed by performing a qualitative data analysis method and then they were presented descriptively.

The results of the study suggest that the role of the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter in dealing with maladministration reports is performed both actively through own motion investigation and passively by waiting for reports submitted by reporting parties. A number of obstacles with which they are confronted with are: 1) the number of human resources involved in the process of overcoming maladministration still lacks; 2) it is not easy to ask the reported parties to cooperate which can be categorized into three points, namely: *first*, it takes a long time for the reported parties to give clarification to the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter, *second*, the responses provided by the reported parties do not suit the matters for which the clarification is required, and *third*, the reported parties insist that their arguments are correct; and 3) the reporting parties put too much expectation on the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter concerning the settlement of the reports submitted. The efforts made to overcome the obstacles are: 1) addition to the number of Civil Servants to be placed to the financial management and secretariat division, moreover, there is a plan to place more assistants for each representative office in the future; 2) holding direct meetings with the reported party and maintain a good relationship with local institutions; and 3) providing understanding to the reported party concerning the limitations which apply in response to the settlement of the maladministration reports, using persuasive approaches to approach society when dealing with the maladministration reports and improving the efforts of distributing information to society.

**Keywords:** the Ombudsman Representative Office of the Republic of Indonesia for Yogyakarta Special Region Chapter, Maladministration