Ombudsman’s Efforts to Encourage Participation of State Citizens in Public Service Supervision

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Abstract
Ombudsman can be found in various countries. In various corners of the world, Ombudsman can be found in companies, hospitals, and universities. Ombudsman exists in the mass media and various other institutions. Ombudsman in Indonesia is a state institution in charge of overseeing the implementation of public services. There are Ombudsman representatives in every province. Most citizens do not understand that there is the right of citizens to submit a complaint or feedback on the services received if the implementers and organizers deviate from the standard of service in the public service. Comprehensive oversight to the level of public oversight in the area will certainly experience various obstacles because of the limitations of the Ombudsman of the Republic of Indonesia. The Ombudsman as a public service supervisory agency is less well known in the community reaching to regions and even villages, and citizens are less aware and less care about the public services they received. Citizens often do not know how the reporting mechanisms to the Ombudsman's agencies about maladministration they experienced in public service agencies. Then, the citizens also do not have enough courage to report the maladministration event they experienced. The Ombudsman itself has not touched the remote areas of Central Java, so there is lack of information and knowledge about citizens' rights to good public services. This research uses qualitative method. The results of the research on Ombudsman's efforts to encourage citizen participation are campaigns on the importance of oversight of the public services through social media, building an Ombudsman network, and providing opportunities for citizens to do internships in the Ombudsman. The proposed suggestion is to provide more opportunities for citizens to engage in supervision of public services.

Keywords: Ombudsman Efforts, Participation, State Citizens, Public Service Supervision

Introduction
As Citizens, people of course have rights and obligations, one of the the right of citizens forms is to obtain good public services. Most citizens do not understand that in the public service, there is the right of citizens to submit a complaint or feedback on the services received if the implementers and organizers deviate from the service standards. In addition, citizens are also entitled to respond to their complaints. Mirnasari (2013: 71) in her journal states that the position of people who turned into citizens makes the providers of public services not only positioned citizens as consumers, but further, citizens are also involved in any decision-making. The citizens’ participation in every decision making makes it possible for research undertaken by Afifah (2013) that citizen participation in the supervision of public services plays an important and effective role in the implementation of public services quality. Maladministration actions also are going to be far from the public services because of the participation of citizens in the public service supervision. That is why it requires the government to always make improvements in public services. This should make a great motivation in increasing the participation of public service supervision by citizens. The
participation of citizens in the supervision of public services is very important, but often citizens as citizens of Indonesia who have the right to obtain good public services do not really understand and care less about the public service they receive, even they are afraid of reporting the poor public services. Often, there is such a habit that is practiced by citizens which is considered normal by giving some money to the public service providers. It is included as illegal levying which actually can not be done by public service providers. They have to be more responsive.

Based on the above research background, it can be indicated that the Ombudsman as a public service supervisory agency is less well known in the community to the regions and even villages. Citizens also are less aware and less care about the public services they receive. Citizens often do not know how the reporting mechanisms to the Ombudsman's agencies about maladministration they experience in public service agencies. Then, the citizens have no courage to report the maladministration they experienced. Ombudsman has not touched the remote areas of Central Java yet is resulting in a lack of information and the notion of citizens' rights to good public services is less equitable.

According to Kotler (2002: 83) the definition of service is any action or activity that a party can offer to another party, which is essentially intangible and does not result in any ownership. Another opinion about public service is any activity undertaken by the government against a number of people who have every beneficial activity in a set or unity, and offer satisfaction even if the outcome is not related to a product physically (Pasolong, 2007: 128). Meanwhile, according to Ratminto (2006: 5) explains that public service is a service provided to the public by the government either in the form of public goods or services. Public services provided by the government for citizens include services in the form of goods, services, and administrative services. Every activity undertaken by public service providers aims to provide the best and prime service in accordance with the citizens’ expectations as users of service.

Setiawan, R. (2017: 48) In the government agency has been set minimum standards of a public service, such as: services' procedures, services’ requirements, clarity of service providers, services’ staff providers’ discipline, responsibility, ability, and the speed of service. According to Lenvine in (Dwijanto, 2008: 145), the product of public service within a democratic state must meet at least three indicators: 1. Responsiveness. It is the service provider's responsiveness to the expectations, desires, aspirations and demands of service users; 2. Responsibility. It is a measure that indicates how far the process of public service delivery is done in accordance with the principles and provisions of the administration and organization that are true and established; 3. Accountability. It is a measure that shows how successful the process of service delivery in accordance with the interests of stakeholders and the norms that developed in the citizenship get the service.

The concept of good governance according to Stoker (1998) refers to the development of the governing style where the boundaries between the public sector and the private sector are becoming obscure (Ewalt, 2001). The blurring of these boundaries is in line with the needs of the modern state to better involve political mechanisms and recognition of the importance of issues concerning the public empathy and feelings to engage in providing opportunities for both social and political mobilization (Stoker, 2004). Then, this makes participation through intergovernmental networking and citizen building a strongly important aspect for the sustainability of a policy legitimacy (Desiana 2014: 31).

Ombudsman can be found in various countries. In various corners of the world, Ombudsman can be found in companies, hospitals, and universities. Ombudsman exists in the mass media and many other institutions. Asmara (2016: 15) explains that can be seen from the supervised apparatus, it can be found that there are two kinds of Ombudsman, the first is those who only oversees government apparatus or executive and the second is ombudsman besides supervising judicial (judicial). The Swedish and Finnish Ombudsmen are examples of
Ombudsmen overseeing judicial or judicial apparatus or apparatus other than executives. The Indonesian Ombudsman initially according to Presidential Decree Number 44 year 2000 is also an Ombudsman overseeing the judicial and government apparatus, while the British, Norway, and Australian Ombudsmen are the examples of states that only oversee the government apparatus without any authority to oversee the judicial apparatus or institutions.

Research Methods
The researchers use qualitative descriptive approach. Qualitative research method is a research method based on post-positivism philosophy, used to examine the condition of natural objects, (as the law is experimental) where the researchers are the key instruments, the sampling of data sources conducted by purposive and snowball sampling, data collection techniques with triangulation (combination), data analysis is inductive / qualitative, and the results of qualitative research more emphasize the meaning of the generalization. (Sugiyono, 2013: 15).

In qualitative research, researchers collect the data based on observing the natural situation as it is without being influenced or manipulated (Kaelan, 2005: 18). Kirk and Miller (in Moleong, 2002: 3) suggest that qualitative research is a particular tradition in social science that is fundamentally dependent on observations in humans. In the principle, qualitative research is a research procedure that can generate a number of descriptions of what will be written and compared by researchers according to the purpose of research.

This qualitative research aims to make observations, measurements, analyzes and document the results of research. The use of research methods with this approach is tailored to the main purpose of this research. The main purpose of this research is to analyze the Ombudsman efforts to encourage the participation of state citizen in public service supervision. The description is derived from interviews and observations conducted in the study. The location of this research is in the Ombudsman of the Republic of Indonesia especially the representative of Central Java, located in Central Java. Location selection is based on internal policy of Ombudsman of Central Java which is strategic and different from other provinces. The informants in this study were the Chairman of Central Java representative Ombudsman, Assistant of Central Java representative Ombudsman, and Network of Ombudsman who had been trained by the Central Java Representative Ombudsman.

Results and Discussion
Ombudsman in Indonesia is a state institution that has the authority to oversee the implementation of public services. The Ombudsman Institution in Indonesia has this in accordance with the opinion of Syamsudin (2009: 35) that the Ombudsman was formed to defend the public interest on arbitrary acts by public officials. The Ombudsman is also the liaison between the people and the bureaucracy if there is something that is not quite right in the administration of the state. The Ombudsman functions as a magistrature of influence rather than a magistrature of sanction. Although not supplied with a coercive instrument (su poena power) the influence of the Ombudsman remains strong. This is because Ombudsman member figures are truly trusted in integrity, credibility, and capability, because the election is done through a participatory, transparent and accountable process. However, in Indonesia, the Ombudsman does not have District representation although the Law of the Republic of Indonesia No. 37 of 2008 on the Ombudsman mandates that the Ombudsman can form its representatives up to the district. For that reason, Ombudsman seeks to involve citizens to participate in the supervision of public services. According to Law Number 25 of 2009 concerning Public Service affirms that public service is an activity or series of activities in order to fulfill the needs of services in accordance with the rules of parliament for every citizen of the goods, services, and or administrative services provided by the public service providers.
In a good public service the most important thing to do is the need for leadership commitments, mind-set changes, participation / participation of the community, awareness, transparency, availability of budget and facilities / infrastructure, sense of belonging, surveys of community participation, community, realistic and fast, feedback, public relations communications, willingness to receive public complaints, and learn from best practices. Very important public participation can be carried out with organizational, implementation and community discussions, socialization and internalization, complaint management, grievance analysis, and coordination with relevant agencies (Komarudin, 2014: 282). This makes the Ombudsman in Indonesia active to encourage citizen participation in the supervision of public services. In Central Java, there are representatives of Ombudsmen who also play an active role to encourage citizen participation in the supervision of public services in Central Java. The Ombudsman's efforts to encourage citizen participation in the supervision of public services in Central Java are conducted in several ways, namely:

**Campaign on the importance of oversight of public services in social media** Central Java’s ombudsman is taking advantage of social media as a campaign tool to encourage citizen participation in the supervision of public services. There is an official account owned by Ombudsman Representative of Central Java which contains the activities and networking of the Ombudsman as the effort to supervise public services. The campaign conducted through some media such as social media Instagram, other online or offline medias, also make regular cooperation with radio. Ombudsman takes advantage of social media because social media has a wide accessibility of information, and all citizens can access directly to provide input to the Ombudsman or about public services through social media. Ombudsman Representatives of Central Java build cooperation with the media to participate in providing information to the public regarding the supervision of public services.

**Build an Ombudsman Networking.** The network of Ombudsman of Central Java consists of various backgrounds, amongst media circles, non-governmental organizations, citizens, and citizens’ communities. The Ombudsman Network in Central Java is called Konco Ombudsman. The Coordinator Ombudsman helps assist the Ombudsman to oversee public service to the district level, and will coordinate with the Ombudsman if it finds maladministration. The Ombudsman is also often invited to speak at many Universities. Ombudsman build network according to the Law on Ombudsman in Indonesia namely Government Regulation of the Republic of Indonesia Number 21 Chapter III Article 6 Year 2011 About Formation, Arrangement, and Work Procedures of the Representative of the Ombudsman of the Republic of Indonesia in the Region. This network also comes from citizens. The objective is to encourage citizen participation in the oversight of public services and to make citizens to be more critical of the supervision of public services. Ombudsman representative of Central Java provides training to citizens of various circles. The Ombudsman in Central Java is focusing on students as a young generation. The young generation is regarded as a highly motivated generation to participate in the supervision of public services. Training was given to several students. The material of the training provided by the Ombudsman is knowledge through the role of the Central Java Ombudsman, the legal basis of the supervision of public services, as well as the materials that build the courage of citizens to report on the public services providers if they do not meet the standards. The students are given knowledge and information on the flow of reporting of public service supervision, the legal basis for the establishment of the Ombudsman and how to build awareness of the supervision of public services. The trainees are students from various universities from different regions of Central Java.

**Providing opportunities for internships in Ombudsman** Ombudsman representative of Central Java provides opportunities for students to be able to do the internship in the Central Java Ombudsman office. Students are facilitated to assist the Ombudsman in the Central Java
Ombudsman's Office. The goals are to build cooperation with the universities and to involve students to better understand about public services and to realize about the rights and obligations of citizens to get good public service. Students as the younger generation are certainly the spearhead of change, therefore with the opportunity to apprentice in the Ombudsman students will gain knowledge about the supervision of public services.

**Conclusion**

Citizens of course have the rights and obligations, one of the forms of the right of citizens is to obtain good public services. Most citizens do not understand that in the public service there is the right of citizens to submit a complaint or feedback on the services received if the implementers and organizers deviate from the standard of service. The participation of citizens in the supervision of public services is very crucial, but citizens as citizens of Indonesia who have the right to obtain good public services have less understanding and attention about the public service they receive, even they are afraid of reporting the poor public services they received. In Central Java, there are representatives of Ombudsmen who also play an active role to encourage citizen participation in the supervision of public services. The Ombudsman's efforts to encourage citizen participation in the supervision of public services in Central Java are conducted in some ways, namely campaigns on the importance of oversight of the supervision of public services through social media, building the Ombudsman network, and providing opportunities for internships in the Ombudsman. The proposed suggestion is to provide opportunities more to citizens to engage in supervision of public services.

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