

Implementation of the supervisory function in the Ombudsman Quick Response program in the 2020 pandemic era

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Abstract

Background The pandemic caused by the Corona Virus Disease 2019 (COVID-19) has had a significant impact on good governance, one of which is the supervisory function. This is the greatest crisis faced by mankind in modern history. This research departs from a study on reports/complaints from the public about social assistance at the Ministry of Social Affairs of the Republic of Indonesia in 2020 received by the Ombudsman of the Republic of Indonesia. There were 7.204 complaints related to the provision of public services, consisting of 6.522 Regular Reports, 559 Rapid Responses, and 123 Self-Initiated Investigations. The Ombudsman as an external supervisory agency receives a surge of complaints about social assistance.

Aim This study aims to determine the extent of the effectiveness of supervision through the Ombudsman's Quick Response mechanism during the 2020 COVID-19 pandemic crisis and the factors that influence it.

Method This study is an empirical approach in which arguments and explanations are justified by field evidence and related theoretical frameworks. Researchers leverage developed expertise to use theoretical search and cluster methodologies to cover a diverse set of literature across multiple disciplines and databases. Literature related to research variables, such as controlling, ombudsman, public services, public participation, social assistance, and

public administration; were collected through typing keywords, then researched, selected and analyzed carefully to obtain some relevant research. The author also conducted several rounds of searching for the beginning of the COVID-19 pandemic crisis in 2020, until 2021 when the new normal policy began to be implemented in response to the decreased spread of the virus. This was done to test and refine the search strategy and then run the search across a wider selection of social science databases. The literature tracking in this study uses three main databases, namely tandfonline.com, base-search.net, and garuda.kemdikbud.go.id. Based on a search on tandfonline.com with the keywords “controlling ombudsman” AND “public service”, then “controlling ombudsman” AND “public participation”, and “controlling ombudsman” AND “public administration” found $n=240$ documents. Then, from database base-search.net with TITLE-KEY “controlling ombudsman” AND “covid-19” got $n=199$ documents. Finally, from garuda.kemdikbud.go.id with the keywords “ombudsman supervision” AND “social assistance” obtained $n= 37$ articles recorded. For the first two databases, the search is only in 2020. Meanwhile, for garuda.kemdikbud.go.id the time range used is 2017-2022. The election of 2017 was the beginning of the search period with the argument that in that year the Ombudsman’s Quick Response mechanism had been systematically compiled and stated in Ombudsman Regulation Number 26 of 2017 concerning Procedures for Receiving, Auditing, and Completing Reports. Based on the search results of previous scientific publications on the three main databases, the recorded documents show that the search results for the keyword Ombudsman supervision, which were then narrowed again using the Ombudsman Quick Response keyword, have not been found at all. Thus, the function of implementing supervision using a reported settlement mechanism model in the form of the Ombudsman Quick Response which is the focus of this research can fill the research gap or research gap in the study of public administration during the COVID-19 pandemic crisis. Using the theory of Robbins and Coulter, it is possible to answer research problems based on four dimensions: standards, measurements, comparisons, and action. The research method used is qualitative

by describing factual conditions. Data collection techniques used are interviews, observation, and document review, then analyzed using the Miles and Huberman model through the stages of reduction, presentation, examination, and conclusion drawing. The informants included one Commissioner of the Indonesian Ombudsman, the Head of the Main Assistant for Public Complaints, the Head of the Assistant for Examination of the Report Substance Team of Unit VI, and several implementing staff, as well as a number of the general public.

Finding

The research findings show that the Ombudsman of the Republic of Indonesia has a complete regulatory and statutory basis, a detailed strategic plan and grand design, Standard Operating Procedures, and adequate complaint handling mechanisms. So that the corrective actions taken are measurable and systematic. Regarding social assistance reports, the Ombudsman publishes some recommendations which are submitted to the Ministry of Social Affairs of the Republic of Indonesia, Regional Social Services, and other relevant institutions. Research shows that the Ombudsman's Quick Response has a fundamental difference from other report completion programs. The basic difference can be seen in the method of handling. Handling complaints that are regular in nature generally must first meet the requirements and documents that must be completed. Meanwhile, the Ombudsman's Quick Response precedes the completeness of documents. In addition, other important findings are that compliance with the recommendations of the reported party is very low, the lack of resources, and the limited reach of the organizational structure contribute negatively to the effectiveness of the Ombudsman's supervision.

Conclusion

Based on the research findings, it can be concluded that the Ombudsman of the Republic of Indonesia has conclusively fulfilled the four dimensions of supervision according to Robbins and Coulter, so it can be said that the implementation of the supervisory function to improve public services and prevent maladministration during the 2020 pandemic crisis has been going well. However, this supervision cannot be said to be

effective due to the slow response from the reported party in the delivery of clarification and implementation of recommendations. Another factor that affects the ineffectiveness of supervision is the organizational structure that has not yet reached the districts and cities, let alone at the village and sub-district or RT/RW levels. This is also influenced by budget constraints as well as facilities and infrastructure. It is recommended that the Ombudsman strengthen its oversight function by involving public participation in the Ombudsman's Quick Response process, expanding representative offices to the City and District levels and that constructive efforts are needed to increase the number of personnel, budget, facilities, and infrastructure.

Keywords: COVID-19; public service; handling of public complaints; ombudsman quick response