

Manajemen pengaduan Ombudsman RI pada masa pandemi covid-19 = Complaint management of Ombudsman Republic of Indonesia during covid-19 pandemic

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Abstrak

Pelayanan pengaduan pada masa pandemi menjadi sangat penting untuk dilakukan, yang tujuannya adalah membantu menjaga kualitas pelayanan publik yang diterima masyarakat. Dalam masa pandemi COVID-19, penyelenggaraan pelayanan publik, termasuk pelayanan pengaduan, memiliki tantangan tersendiri. Hal ini karena pemberlakuan berbagai kebijakan untuk menanggulangi penyebaran virus COVID-19. Salah satu lembaga negara yang memiliki tugas untuk mengawasi pelayanan publik dan menerima laporan masyarakat terkait pelayanan publik adalah Ombudsman RI. Sepanjang tahun 2020, Ombudsman RI hanya mampu menyelesaikan sebanyak 43,04% laporan masyarakat. Untuk menjaga kualitas pelayanan pengaduan Ombudsman RI agar tetap maksimal, dibutuhkan manajemen pengaduan. Penelitian ini bertujuan untuk mengetahui manajemen pengaduan Ombudsman RI pada masa pandemi COVID-19 ditinjau dari konsep Best Practice Complaint Management yang dikemukakan oleh Johnston dan Mehra (2002). Penelitian ini menggunakan pendekatan post-positivist dan pengambilan data dilakukan melalui wawancara dan studi pustaka. Hasil penelitian menunjukkan bahwa Ombudsman RI hanya memenuhi delapan dari dua belas dimensi Best Practice Complaint Management. Sedangkan dua dimensi lainnya belum terpenuhi secara optimal dan dua dimensi lainnya belum terpenuhi.

.....Complaint services during the pandemic are crucial to help maintain the quality of public services received by the community. However, the execution of public services during the COVID-19 pandemic, including complaint services, has its challenges. These are due to the implementation of various policies to cope with the spread of the COVID-19 virus. In this case, Ombudsman RI exists as one of the state institutions in charge of public services supervising and receiving public reports related to public services. However, Ombudsman RI was only able to complete 43.04% of public reports throughout 2020. Therefore, complaint management is required to maintain the quality of the Ombudsman RI complaint service to remain optimal. This study aims to determine the complaint management of Ombudsman RI during the COVID-19 pandemic in terms of the Best Practice Complaint Management concept proposed by Johnston and Mehra (2002). This study uses a post-positivist approach, and data collection is carried out through interviews and literature study. The results showed that the Ombudsman RI only met eight of the twelve dimensions of Best Practice Complaint Management. While two dimensions have not been fulfilled optimally and the other two dimensions have not complied.