

Research Article

Role of Ombudsman Republic Indonesia as an Institution of Public Service Implementation Supervisory for Disability

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The Ombudsman of the Republic of Indonesia is one of the supervisory institutions for the implementation of public services, whose duties and functions are set out in Law Number 37 of 2008. One of them is supervising the implementation of public services for people with disabilities. This study is to analyze the role of the Ombudsman of the Republic of Indonesia in supervising the implementation of public services for persons with disabilities. In this study, interviews and observations were carried out regarding the implementation of the regulation on the rights of persons with disabilities, the implementation of the Ombudsman's supervisory function, and the availability of accessibility. The research method uses qualitative methods, the research design uses a descriptive design. Data collection techniques include conducting direct observations, in-depth interviews, and literature study. The informant recruitment technique used is purposive sampling. The results of this study state that in its implementation related to regulations governing the rights of persons with disabilities, it has not been fully realized, one of which is the limited availability of special facilities for persons with disabilities. The Ombudsman's supervisory function, in addition to examining reports, also makes efforts to prevent maladministration, this is where the role of the Ombudsman is to encourage public service providers to provide accessibility for persons with disabilities in order to realize inclusive public services.

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1. Introduction

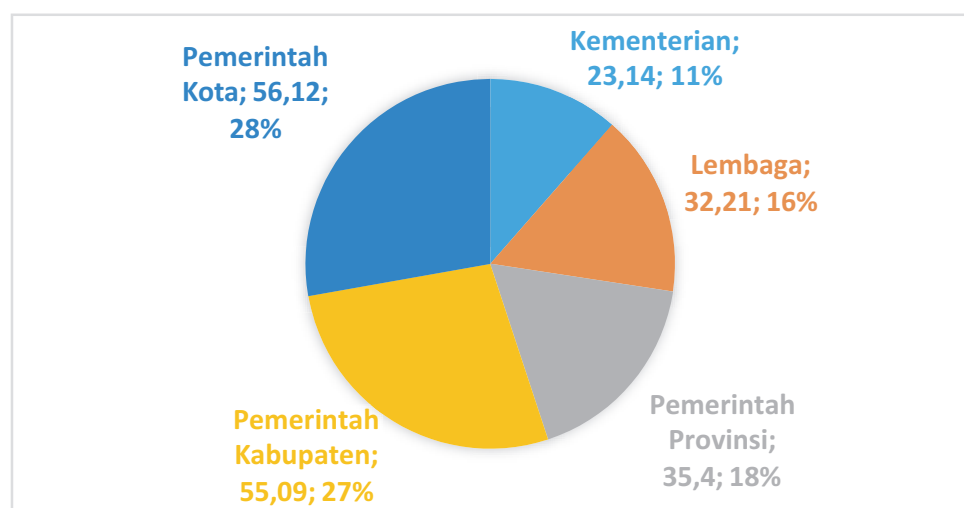
Based on data from union Nations (UN) on year 2021, from total 7 billion of the world's population 15% of them are people with disabilities. Of the amount 15% Of these, 80% of them live in developing countries (Yanuar, 2021). disability based on the Disabled Persons Management Information System (SIMPDP) which is system management data by Directorate Rehabilitation Social people Disability. This system obtains disability data through identification of variety and needs disability. On year 2021 quantity person with disability which registered in SIMPDP amount 212.169 souls [1]. Based on data from the World Health Organization, there are 450 million person with disability which operate

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life with condition psychological which unhealthy, but due to the close social structure, discrimination, and rejection from the community causes them not to make an effort to get help from energy medical professional [2].

Then, issues related to persons with disabilities in Indonesia include the lack of facility general which make it easy para person with disability doing activity daily, lack of access information about importance To do rehabilitation, and lack of access to work for persons with disabilities. Persons with disabilities have position, right, obligation, and role which same with inhabitant country other. Even in The 1945 Constitution has stipulates that "Everyone has the right to get convenience and treatment". special for get opportunity and benefit which same in order to achieve equality and justice". Therefore, the Government needs to pay sufficient attention to the persons with disabilities. One of them is related to accessibility in public services or facility public [3].

The results of the compliance survey conducted by the Ombudsman of the Republic of Indonesia in 2019. On level Ministry, Institution, and Government Area (District/City) showing that wrong one indicator which most many not yet fulfilled that is availability special services for users with special needs. Based on the results of the survey, the has met the indicators of the availability of special services for users with special needs by in a row join on level Ministry as big as 23.14%, Institution, 32.21%,, Provincial Government, 35.4%, Regency Government, 55.09%, and City Government, 56.12% [4]. (



Source: Ombudsman.go.id

Figure 1: Results of the Compliance Survey Regarding the Availability of Special Services for Users in need Special on Year 2019.

Ombudsman Republic Indonesia as wrong one institution supervisor The implementation of public services is expected to create a public service effective and efficient. The concept of Good Governance becomes a guideline in implementing supervision

maintenance service public, it means so far where maintenance Public services can be carried out efficiently and can achieve goals which has mandated by regulation legislation in skeleton create well-being people [5].

Research related to public services and disability researched by Gray [6] concluded that disability in public services is related to demographic variables, and that there are differences in disclosure of disability depending on the data source used to analyze it. In general, the issue of persons with disabilities in the public sector federal law in Australia describes the population in particular in terms of gender and age, although some of the findings cannot be easily explained based on the data at the time this. Then Theme, in the results of his research stated the rights of persons with disabilities disability is the most important thing and a priority. Next Pasciana [2] in the results of his research explain that there is a need for public service innovation to person with disability so that could give impact which concrete as well as could implemented through a concept that describes governance and processes service public innovative that is Competencies, Organizational capital, right, and Resources.

Research specifically related to the Ombudsman of the Republic of Indonesia as institution supervisor maintenance service public put forward by Shadow & treasure in results the research explain that Ombudsman Republic Indonesia have role important as institution supervisor in create service public which effective and efficient. Then Arian-syah & Yusran [7] in results the research explain that Ombudsman Republic Indonesia in doing function supervision carried out in 2 (two) fields, namely the field of report inspection and the field of prevention maladministration. Next Astwilanda Putri & Fachri Adnan [8] in results His research explains that there are two forms of maladministration prevention efforts service public that is pre-emptive and preventive. Pre-emptive is form effort preventive measures taken to instill norms into society as recipients of public services to understand and avoid maladministration. While preventive is effort prevention which conducted so that organizer service public understand and can provide services in accordance with applicable laws so that this does not happen maladministration.

Some of the studies that have been described above, based on substance has similarities with the current research, but differences in specific study this with study previously located on room scope supervision maintenance service public for persons with disabilities. With thereby destination study this is for analyze role Ombudsman Republic Indonesia as supervisory agency maintenance service public for person with disability.

Based on the description of the background above, there are several problem formulations in this study include a) How to analyze the policy of service providers public

for person with disability? b) How availability accessibility in realize service public which inclusive? c) How implementation function supervision Ombudsman of the Republic of Indonesia in supervising the implementation of public services for person with disability?

2. Literature Review

2.1. Public Services

Public services in Law Number 25 of 2009 are activities or activities a series of activities in the context of meeting service needs in accordance with regulations legislation for every citizen and resident of goods, services, and/or service administrative which provided by organizer service public. Organizer public services, namely every state administration institution, corporation, independent institution which formed based on Constitution for activity service public, and body law other which formed solely for activity service public. Activity the held by official, employee, officer, and every person which work in in organization the organizer in charge of carrying out an action or a series of service actions public.

According to Zeithaml to determine the perceived service quality for real by Public, there is five indicators SERVQUAL [9] that is :

1. Tangible (Proof physique) that is ability something organizer service in provide means, infrastructure in the form of facilities physique, equipment and equipment.
2. Reliability is the organization's ability to provide services according to with agreement. Performance must be in accordance with customer expectations like accuracy time, the same service for all customers sympathetic attitude and high accuracy tall.
3. Responsiveness (response) that is Something ability for help and give fast (responsive) and precise service to customers by delivering information which clear.
4. Assurance (guarantee/assurance) is knowledge, courtesy, and ability employees to foster trust in customers, which includes communication, credibility, security, competent and polite polite.
5. Empathy is to give sincere and personal attention to customers with strive understand customer wishes.

Article 29 paragraph (1) of Law Number 25 of 2009 concerning Public Services explain that the Operator is obliged to provide services with specifically to certain community

members in accordance with legislation. Certain community members in this case are people who have special needs or persons with disabilities. The government is expected to give sufficient attention to persons with disabilities, one of which is related to the availability of service accessibility general [10]. Therefore, public service providers need to create service which inclusive.

Service inclusive is ability organizer service public in provide service which character special, so that all inhabitant including which experiencing physical constraints, vulnerable groups, groups with special psychological needs and Social workers are able to access public services and can get their rights in service public [11].

According to Dwiyanto in Zakiyah & Fadiyah [11] Some characteristics of service inclusive which need understood first Among other:

1. Togetherness : Existence Support togetherness all party for could access together to a public service.
2. Recognition : There is an acknowledgment of diversity, that there are similarity and differences between fellow human beings, then this should be seen as a wealth so that Becomes inspiration for give service in accordance needs Public.
3. No Label : There is no service provider that labels certain groups so that they feel they are marginalized. Inclusive service necessitates the formation of community concern and empathy for groups that susceptible.

The existence of inclusive services based on the awareness of stakeholders that must be responded to by the organizers in providing different services, so that organizer need develop management service for Fulfill needs of vulnerable groups or people with special needs. Here are some indicator implementing inclusive public services:

1. Quality policy : Government need review return whole policy in maintenance service public. is there is regulation legislation which contradicts and is not in harmony with the principles of good service delivery respect pluralism values, creativity and justice.
2. Service procedures : Public services must be open, participatory, responsive and easily accessible by anyone, one of which is people who have limitations physical, socioeconomic status and characteristics, age or geographical constraints experienced difficulty to access service by reasonable.
3. Room discretion : for source power man (apparatus); system service must give room discretion which good for apparatus bureaucracy service for respond quickly and accurately to the needs of groups of citizens who have needs special.

4. Gender Mainstreaming : government bureaucracy needs to mainstream Gender (mainstreaming) a culture of gender mainstreaming of services to vulnerable groups or marginal.

2.2. Disability

Law Number 8 of 2016 concerning Persons with Disabilities in Article 1 Number 1 states the definition of a person with a disability, namely every person who experiences a disability limitations physique, intellectual, mentally, and/or sensory in period time long which in interacting with the environment can experience barriers and difficulties to participate by full and effective with inhabitant country other based on similarity. In Chapter 19 Law Number 8 of 2016 concerning Persons with Disabilities explains that person with disability have right service public cover right get accommodation as long as public services are optimal, reasonable, dignified without discrimination, assistance, translation, and provision of accessible facilities at the service place public at no additional cost. Persons with disabilities have the right to equal opportunities with other communities. (Nilda Mutia & Rinaldi, 2017)

To ensure the independence and participation of persons with disabilities in all field life in Public need existence availability accessibility. Accessibility has a broad understanding, which is not only related to public buildings/facilities, such as markets, government buildings, transportation facilities, but also in public services in general, such as health services, education, law and others [12].

In Regulation Government Republic Indonesia Number 42 Year 2020 explained that Accessibility is convenience which provided for person with disability To use create equal opportunity. Accessibility is divided into two, namely physical accessibility and accessibility non physical.

a. Accessibility Physique

Accessibility physique that is facility physique which could seen, held, and felt. The physical accessibility such as buildings, vehicles, other facilities that can be accessed access. The other facilities in question are Handrail (guide handle), Ram (sloping plane), and Guiding Block (guiding path). Handrail is a fence for handrail which is at in side ram, at a time also as safety so that chair wheel no slipping out of the ram and also serves as a guide path for persons with disabilities. Ram as replacement ladder which could used by user chair wheel so that could easier access to high places. Guiding Block serves as a guide path for disability neutral so that more easy knowing direction when they currently walk alone without companion.

b. Accessibility Non Physique

Non-physical accessibility is related to how information, communication and technology can be used or understood by persons with disabilities. Thing it is related to the way respond to the needs of persons with disabilities. First , is when you want to provide or conveying information, it is necessary to pay attention to whether the information conveyed can understood by person with disability deaf, low vision/ neutral or difficulty study (learning disabilities). Second , for easier delivery of information, it is important to have innovations related to the form of information media in certain formats, for example printing in fonts which big so that could accessed by individual low vision. Third, give service “communication support”, the goal is for people with disabilities to better understand information available, for example reading certain texts for the blind, using notes or writing when communicate with deaf-speech, provide tool help hear adaptive and so on.

2.3. Ombudsman Republic Indonesia

Ombudsman is a institution country which have authority supervise maintenance service public, good which organized by organizer state and government, including those organized by State-Owned Enterprises (BUMN), Regional-Owned Enterprises (BUMD), and State-Owned Legal Entities (BHMN) as well as private entities, as well as individuals who are given the task of providing services certain public funds whose funds are partly or wholly sourced from the Revenue and Expenditure Budget Shopping Country and/or Budget Income and Shopping Area. Institution this present as supervisory body for policies that functions to monitor and receive reports, Complaints about inappropriate service or inconvenience received by the community in service [13].

Good service is a service that provides a level of satisfaction to customers service users. With the establishment of the Ombudsman, namely to supervise to process service public that country obliged serve every inhabitant country and population for Fulfill right and needs basic in framework service public which is the mandate of the 1945 Constitution of the Republic of Indonesia.

The duties of the Ombudsman of the Republic of Indonesia according to the law include: is to examine reports on allegations of maladministration in service delivery public. According to Chapter 1 number 3 Constitution Number 37 Year 2008 about Ombudsman Republic Indonesia, maladministration is deed oppose law, beyond authority, using authority for purposes other than those for which the authority is intended the, including negligence or abandonment obligation law in maintenance enforcement

law which conducted by organizer country and government which cause loss material and/or immaterial for Public and person individual.

Implementation supervision maintenance service public which conducted by The Ombudsman of the Republic of Indonesia is expected to support the realization of the government which good (good governance). Draft good governance has Becomes desire political in various regulation legislation Country Indonesia [14].

2.4. Framework Thinking

This research is motivated by public service providers for people with disabilities who still have several problems, one of which is related to the availability of accessibility. The Ombudsman of the Republic of Indonesia has a role to supervise implementation of public services for persons with disabilities in particular overseeing availability accessibility for realize public service which inclusive.

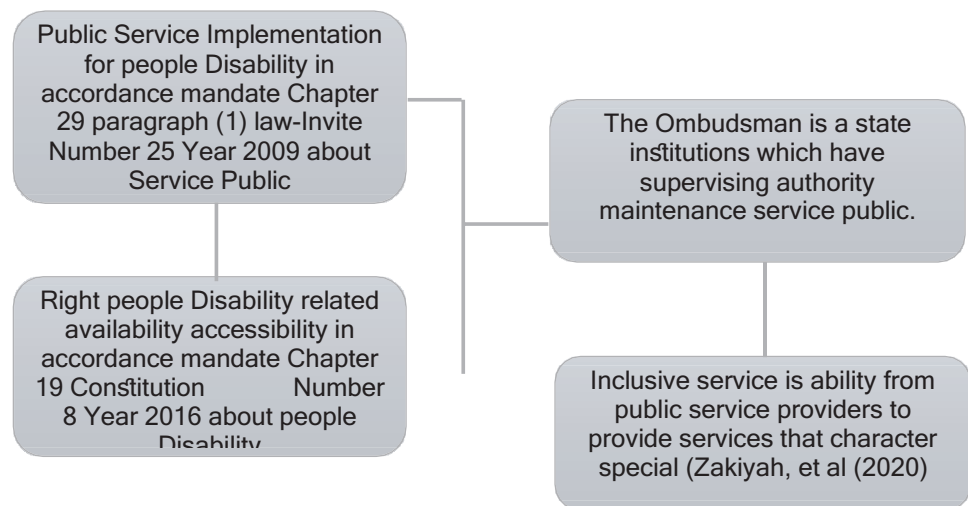


Figure 2: Framework Thinking.

3. Methods

Method Study which used is method qualitative. Use method qualitative method in order to describe all the information obtained in the field and aims to provide explanation of the variables studied, in Thing this is provides an overview of the “Role of the Ombudsman of the Republic of Indonesia as an Institution” Supervisor Maintenance Public service for people Disability”.

This research use design descriptive, where a type of research that give description or description on the facts based on data which collected in field that is closely related

to the object of research, then the data is combined and in analysis by qualitative with give images, interpretation or interpretation or facts the.

Technique Acquisition Data

1. Literature review; sources of data obtained from previous research, books and legal products related role Ombudsman Republic Indonesia as institution supervisor maintenance public service for people with disability.
2. Observation; things which observed by researcher like, analyze product law which protect the rights of persons with disabilities, observe the availability of service facilities public services for persons with disabilities, and the implementation of the Ombudsman's oversight function as institution supervisor maintenance public service.
3. Interview deep; aim for get information by large related role Ombudsman Republic Indonesia as institution supervisor maintenance service public for people with disability.

In this study, the informant recruitment technique used was purposive sampling that is with To do Interview to informant which in accordance with criteria which has determined. On study this, writer To do Interview to Dr. John Widijantoro, SH, MH as Member of the Ombudsman of the Republic of Indonesia and is a member of the wrong one figure which active in issues related rights person with disability.

4. Results and Discussion

4.1. Analysis Policy Organizer Service Public for people Disability

Organizer service public that is every institution organizer Country, corporation, independent agency established under the law for service activities public, and other legal entities formed solely for public service activities. These activities are carried out by officials, employees, officers, and everyone who works within the organizing organization tasked with carrying out an action or series of action public service.

Public service providers in making a policy or legal product expected could protect whole layer Public without except wrong the only one people with special needs or persons with disabilities. Before there revision, regulation which protect and arrange rights person with disability that is Invite Law Number 4 of 1997 concerning Persons with Disabilities. However, at this time the Law The Law on Persons with Disabilities is

no longer relevant in carrying out its duties, either in context sociological, juridical, as well as philosophical.

By sociological, problem fundamental from person with disability is lack of understanding of the community and government officials regarding the meaning of disability and the existence of persons with disabilities as part of the citizenry. There is an assumption that disability is a disgrace, a curse and a shame to make a family unhappy open about member his family which have disability. people disability no have the same rights and opportunities as other members of the community. people disabilities are equated with sick and helpless people so they don't need to be given education and profession, they enough pity and raised for continuity his life.

This condition has continued for almost tens of years of enactment of the Law Invite Persons with Disabilities. Therefore, it can be said that the principles and conceptions Settings in Invite Invite people disabled already must revised. Then Invite Law Number 4 of 1997 concerning Persons with Disabilities amended by Law Number 8 Year 2016 about people disability, so position person with disability as subject which have the right same with inhabitant other countries.

Derivatives of Law Number 8 of 2016 concerning Persons with Disabilities also already there is like Regulation Government, Regulation President, Regulation Area which could strengthening the rights of persons with disabilities from a normative point of view both at the central and local levels level area. But, for protection, respect and fulfillment rights people with disabilities is not enough from a normative point of view, there is something much more important, namely in terms of implementation.

Member of the Ombudsman of the Republic of Indonesia Johanes Widijantoro said, in implementation fulfillment rights person with disability still not yet could realized with good, need existence efforts which conducted for push in implementation. With regulations related to the protection of disability rights not yet could confirmed by concrete that rights person with disability already fulfilled properly, the regulation is only one of the efforts that are normative.

In in Chapter 19 Constitution Number 8 Year 2016 about people Disability already explained assembled rights which need obtained by person with disability Among other things, the right to public services includes the right to obtain adequate accommodation for as long as service public by optimal, reasonable, dignified without discrimination, accompaniment, translation, and the provision of accessible facilities at public service places without additional cost.

The problem is when people with disabilities do not get their rights or exist allegations of maladministration by public service providers to persons with disabilities disability,

hard for persons with disabilities to fight for right the because limitations they and lack of accessibility, access information, access service which provided by organizer service public. By because that which need conducted organizer service public that is service special to person with disability no means discrimination against other people, but those who have limitations will get the same rights if they get special services so that they will get the right which same with other communities.

Based on the description above, that the policy of public service providers becomes wrong one effort for protect right person with disability, but no Becomes reject measuring welfare of persons with disabilities in public services, meaning in the implementation of policy the need existence attention so that policy the could held as should be so could realize service public which inclusive.

Accessibility Service Public for people Disability

Accessibility is the facility provided for persons with disabilities to realize similarity opportunity. Importance accessibility for person with disability is for ensure independence and participation they in all field life in community, one of which is in public service, meaning that here the service provider public play a role in availability accessibility the.

Public service providers are tasked with providing service needs in accordance with the laws and regulations for every citizen and resident of the goods, services, and/or administrative services provided by service providers public. In give service to Public expected could help needs Public and also give satisfaction service to Public. Community satisfaction can be influenced by the quality of services provided by the community public service providers.

Quality service public the supported with availability facility, ability organizers in providing services, capabilities and skills Humans in providing effective and efficient services. Availability of accessibility public services is a right that needs to be obtained by persons with disabilities because the Persons with disabilities will get the same public service rights as other communities if they are given special services by the service provider public.

In Article 4 of Law Number 8 of 2016 concerning Persons with Disabilities mentioned there is a number of variety person with disability that is person with disability physique; person with disability intellectual; person with disability mentally; and/or person with disability sensory. Organizer service public need provide accessibility for para persons with disabilities. Accessibility is divided into two, namely physical accessibility and physical accessibility accessibility non physical.

Member Ombudsman Republic Indonesia John Widiantoro which also as wrong one driving figure in issues related to disability said that in its implementation availability accessibility physique service public still not yet adequate. Thing the influenced by availability budget for provide facility special person with disability because basically in the implementation of public services there is no budget specifically for these facilities, to provide them there needs to be an initiative or awareness directly from public service providers because there are still many people who think small service to person with disability, so that his need no Becomes priority in public service.

Then availability accessibility non physique related convenience information, communication and technology for persons with disabilities also still need to be improved because with existence accessibility the could make it easy person with disability in seek and receive information from public service providers. Regarding convenience information and communication are influenced by abilities and skills Resources Man in convey information to person with disability, it means para HR this need Skills special for ordinance communicate with person with disability especially for people with disability sensory.

Effort which could conducted for support availability accessibility the that is with To do training to organizer service public related service to persons with disabilities. With this training, it is also expected to change the stigma of public service providers that people with disabilities are not people incapable or helpless who need to be pitied, but this person with a disability can carry out their own activities if the obstacles are removed, if they are provided with adequate infrastructure make they can independent.

Based on the description above, that the availability of public service accessibility is still low not enough adequate and Thing the Becomes Something that need noticed by organizer service public in order to realize public service inclusive.

4.2. Implementation Function Supervision Ombudsman Republic Indonesia

The Ombudsman as an external supervisory agency and is independent in carrying out Duty supervision maintenance service public based on Constitution Number 37 Year 2008 Article 1 point 1 as follows: "The Ombudsman of the Republic of Indonesia who next called Ombudsman is institution country which have authority Supervise the implementation of public services both organized by the organizers state and government, including those organized by State-Owned Enterprises, Body Effort Owned by Area, and Body Law Owned by Country as well as body private or individuals who

are given the task of carrying out certain public services which are partly or whole the funds sourced from budget income and shopping country and/or budget income and spending area.

Function supervision Ombudsman Republic Indonesia divided Becomes two that is to do inspection and solution report Public as well as To do effort prevention maladministration.

A. Inspection and Solution Report Public

In inspection and solution report Public, Ombudsman Republic Indonesia is guided by the Indonesian Ombudsman Law Number 37 of 2008 regarding plot completion of reports/complaints that is as follows:

- 1) Report Public or Initiative Ombudsman. If report Public, so conducted register by:
 1. Fill in data self complete
 2. Load chronological incident
 3. Have submitted the report directly to the reported party or his superior and no there is solution.
 4. Incident which occure not yet past 2 years
 5. The identity of the reporter can be kept confidential. While registration at the initiative of the Ombudsman itself means the Ombudsman is proactive to mediate service implementation problems public, for example: the issue of evictions that result in losses to the community evicted.

2) Selection of Reports or Complaints from the Community. The Ombudsman of the Republic of Indonesia examines the report, if data not enough complete so Ombudsman RI will give report written to Whistleblower. No later than 30 days to complete the report, if it is more than 30 days then whistleblower deemed to have withdrawn the report.

3) Examination Process At this stage the Indonesian Ombudsman can determine whether he is authorized or not authorized continue inspection. If authorized so Ombudsman will To do:

- Clarification written
- Investigation field
- Summoning
- Mediation / Conciliation
- Adjudication special
- Systemic Reviews.

4) Recommendation Ombudsman Containing conclusion, opinion and suggestion which arranged based on the results of the Ombudsman's investigation, submitted to the Reporting Party, the Reported Party and Reported superior. Furthermore, the Reported Party and the Reported Party's superiors are obliged to carry out and/or follow up in the context of improving the quality of administration government which good.

5) Monitoring which is conducted Ombudsman for control implementation recommendation/ suggestion, deal or the decision of the Ombudsman, can be:

1. Done, if has implemented / followed up by Reported or superior Reported.
2. Publication media or approach publication, which could conduct to findings the results of the Ombudsman's investigation and also against officials who do not implement recommendation Ombudsman. In here media could expose although Ombudsman no give an opinion.
3. President of the Republic of Indonesia/DPR, as the party receiving periodic reports and report Ombudsman annual.

Derivative from Invite Invite Number 37 Year 2008 related inspection and completion of public reports, namely Ombudsman Regulation Number 26 of 2017 which then revised with Ombudsman Regulation Number 48 of 2020 concerning Procedures Reception, Inspection and Resolution Report.

In its implementation, the Ombudsman of the Republic of Indonesia has implemented the flow of examination and completion of the community report. So far, the flow has been enough effective for complete report Public related maladministration which conducted by public service providers. Regarding maladministration reports related to person with disability only a little which reported to Ombudsman Republic Indonesia.

Member of the Ombudsman of the Republic of Indonesia Johanes Widiantoro said the report people with disabilities related to maladministration reported to the Ombudsman The Republic of Indonesia is only a few, this is not because there are no cases of maladministration to person with disability but lack of information which they know because limitations accessibility in organizer service public. And para person with disability also do not know that there is an Ombudsman institution that can be a forum for they report case maladministration the, it means Ombudsman also not yet maximum in provide accessibility service public for person with disability. However, Ombudsman will Keep going To do efforts for availability accessibility the, and could be example for organizer public service other.

4.3. Effort Prevention Maladministration

Presence Ombudsman in Indonesia expected could help Public in receive good, honest, fair service, and regardless of position and status social. When Public complained happening practice maladministration in public services can report it to the Ombudsman in accordance with established procedures determined. With this Ombudsman, a deeper understanding is needed about role and function Ombudsman During this specifically for Public which To do service. Therefore, the Indonesian Ombudsman in preventing maladministration In public services, there are 2 forms of prevention efforts, namely prevention by pre- emptif and preventive, Thing the in tune with results study which conducted by Astwilanda Putri & Fachri Adnan [8].

Pre-emptive is a form of prevention efforts that are carried out to instill values and norm to Public as receiver service public so that understand and maladministration can be avoided. While prevention is a preventive effort that conducted so that giver service public understand and could give service in accordance with Constitution which apply so as not occur maladministration.

In To do effort prevention maladministration, Ombudsman no wait existence report more first but effort prevention maladministration this is the initiative of the Ombudsman. One of the efforts to prevent maladministration is that is To do survey obedience, Thing the set in Regulation Ombudsman Number 22 of 2016 concerning Assessment of Compliance with Public Service Standards. As for activity the next called with Survey Obedience to Service Public.

Background behind and urgency Survey Obedience to Service Public is in acceleration reform bureaucracy. Besides that, To use grow power competitive and empowerment government apparatus so that public services are of higher quality. Public service performance quality is ultimately very strategic in assessing success in autonomy area. The existence of bureaucratic reform also encourages the realization of better public services simple, fast, easy, no bureaucratic, and cost which affordable by Public.

The service compliance assessment instrument used is not far from the standard service which poured in Constitution Number 25 Year 2009, that is standard services, service notices, public service information systems, facilities, infrastructure, and facilities, special services, complaint management, performance appraisal, vision, mission, and motto service, attributes, and integrated services [1].

The Ombudsman of the Republic of Indonesia will conduct a compliance survey in 2021 on a regular basis simultaneously against 24 ministries, 15 agencies, 34 provincial

governments, 98 municipal governments and 416 government districts. Evaluation conducted During period June-October 2021 where taking data for Ministry and institution held by office center as well as data collection for the provincial government, district government, city government, and agency vertical implemented by offices representative.

Of the 34 provinces, one of them is Bangka Belitung Province, based on the results of the survey The compliance of the Indonesian Ombudsman in 2021 that one of the components of public services that still not fulfilled by the Bangka Belitung Provincial Government, precisely in the Regency of West Bangka is a special service for service users with special needs, such as: disabilities, the elderly, pregnant women, and so on. Following up on this, the Regent of Bangka West convey commitment for repair and increase standard service special on agency government of West Bangka Regency.

Survey Obedience Ombudsman Becomes ingredient evaluation for Government Regency West Bangka to improve facilities and infrastructure which are still not fully met optimal. The fulfillment of special services is an important part and this is a concern West Bangka Regency Government to commit to fulfill facilities and infrastructure service special on each Organization Device Area nor Government Subdistrict.

Ombudsman Bangka Belitung welcome good commitment Government Regency Bangka West as mandate Constitution Number 25 Year 2009 about Service Public. It is hoped that in the future inclusive public services can be applied optimally to all classes of society. The Bangka Belitung Ombudsman continues to exert influence to organizer service public no only related with inspection and solution report Public just, but also prevention maladministration through fulfillment standard service public. With existence commitment Regent Bangka West as leader highest area, Ombudsman Bangka Belitung optimistic maintenance service public in Regency Bangka West could walk by optimal and prime. Related fulfillment of public service standards for service users with special needs, in addition to is an obligation mandated by law, it is also a form of respect our for them.

In addition, efforts to prevent maladministration carried out by the Ombudsman such as: cooperation, collaboration, education, socialization, change mindset / stigma, To do training or training. Ombudsman is wrong one institution which could push organizer service public in doing rules the so that could realize with maximum, because in regulation the already clear Duty tree and function. The Ombudsman plays a role in supervising public service providers in operate regulation which something went wrong the only one related issue disability.

In prevent happening maladministration to person with disability, effort prevention maladministration which already or currently held by Ombudsman RI that is one of them is collaborating with the Danish embassy, the Danish Parliamentary Ombudsman (DPO) and Danish Handicap Forbound (DHF) with a focus on related programs fulfillment service to person with disability specifically disability physique and sensory. The commitment of the Indonesian Ombudsman in supporting the Global Disability Summit (GDS) Among other:

- a. Create environment service the public who free from discrimination.
- b. Ensure fulfillment rights person with disability cross sector service public.
- c. Push Ministries/Institutions/Local Government for have action plan which real.
- d. include Organization Device Area in fulfillment right person with disability.

Thing which will Ombudsman Republic Indonesia do Among other :

1. Strengthening capacity and Skills human Ombudsman related issue disability
2. Strengthening sensitivity organizer service public to issue disability (Ombudsman RI must involve in educating)
3. Strengthening supervision which more collaborative together activist and Organization people Disability
4. Optimizing initiatives and initiatives to conduct investigations which aims protect interest person with disability in various sector service public.
5. Open communication and coordination with Organization people Disability leveled national and regional
6. Develop various program enhancement quality service public for persons with disabilities together with OPD networks, Ministries/Agencies/Local Governments and other related parties.

This collaboration is the first step to realize friendly service disability. In addition, the Ombudsman also collaborates with the disability community that is Movement Accessibility General National (GOWN). In cooperation the the main thing is for synergize in encouraging and advocating for the availability of accessibility in public service providers.

Member Ombudsman Republic Indonesia John Widijantoro say that challenges in supervising the delivery of public services for persons with disabilities that is change mindset organizer service public because still many which believes that people with disabilities are people who need to be pitied, assisted, incapable, powerless people,

these thoughts are already embedded in society, on finally person give attention more because pity. Change mindset or stigma Public need need time sufficient long naturally with various effort which conducted to encourage that matter.

One of the efforts made by the Ombudsman is by collaborating with disability community, then with Denmark in providing HR training in provide services to persons with disabilities and slightly change the mindset that they are not incompetent or helpless, but they can To do activity alone if the obstacle removed, if given means infrastructure which make they can independent, chair wheel can Street everywhere origin the way Fulfil condition. If it can be compared with developed countries which are already very accessible, that employees are very able to freely carry out their work even though they are disabled because of the facilities is complete.

5. Conclusion

Central and regional regulations have already regulated public services to the public persons with disabilities with the aim of protecting the rights of persons with disabilities in service public. However, in implementation fulfillment rights person with disability still cannot be realized properly, the regulation is only one of the efforts that carried out in a normative manner. This means that other efforts are needed by public service providers and the Ombudsman of the Republic of Indonesia as institutions supervisor maintenance service public for push in implementation.

One of them is related to the availability of public service accessibility which is still not available adequate. Thing the influenced by a number of factor first , related availability budget for provide facility special person with disability. second , ability and Skills Source Power Man in give service special to person with disability. Regarding these two things, it is necessary to have awareness or initiative from the organizers public services to provide budgets and conduct training for employees related service to person with disability, because still many person which consider small service to people with disability.

The role of the Ombudsman of the Republic of Indonesia is to participate in encouraging the availability of accessibility at each organizer service public through implementation function supervision of the Ombudsman of the Republic of Indonesia. One of the tasks is to make efforts prevention of maladministration, the efforts made by the Ombudsman of the Republic of Indonesia such as carrying out compliance surveys to be used as evaluation material for public service providers, cooperation or collaboration with several stakeholders such as with the Danish embassy which focus activities on

training to employee related service public to persons with disabilities. In addition, collaborating with the disability community, namely National Public Accessibility Movement (GAUN) to encourage organizers in provide accessibility public service for person with disability.

The availability of public service accessibility is something that needs to be considered for realize service public which friendly disability. Based on Thing the, researcher give opinion or suggestion to several parties related, including:

1. Every public service provider needs to have an annual action plan and naturally in follow with budget. If all organizer has plan action which concrete for provision accessibility, slowly needs facility for person with disability will achieved.
2. Every organizer service public need to do training to employee related good service to persons with disabilities with clear targets and objectives that is create public services by inclusive.

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