

The Role of the Indonesian Ombudsman in Supervision Health Services According to Republic of Indonesia Law Number 25 of 2009 concerning Public service (Study at Community Health Center National Housing Complex 1 Pontianak City)

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Abstract

Health is right basic human and one element welfare is a must realized in accordance with ambition Indonesian nation as referred to by Pancasila and the 1945 Constitution of the Republic of Indonesia. One the goal is Health services as mentioned in consideration point b RI Law Number 17 of 2023 concerning Health (next abbreviated with Health Law) that development health public need it effort health, source Power health, and management health for increase degrees health the highest society based on principle welfare, equality, non-discrimination, participatory and sustainable in frame development source Power quality and productive humans, reducing gap, strengthen service health quality, improve resilience health, guarantee healthy living, as well advance well-being all over citizens and power competitive nation for achievement objective development national. Objective in this study is for know the role of health workers in services Public health center Perumnas 1 to the Community; The role of the Ombudsman in Handle Complaints and Obstacles in Supervision Service Public health center Perumnas 1 to the Community; as well as know The Role of the Indonesian Ombudsman in Supervision Health Services According to Republic of Indonesia Law Number 25 of 2009 concerning Public Services (Study at Community Health Centers National Housing Authority 1 Pontianak City); Specification this study is study normative juridical in nature analytical which is study For describe and analyze existing and included problems in type study the library (*research library*) will served in a way descriptive. Data used is secondary data that is analyzed in a way qualitative-normative with road interpret and construct contained statements in documents and legislation. Research result show the role of energy health as executor service health at the health center do task in accordance main duties, competencies and knowledge obtained during education. Besides that's also based on main duties and tasks addition in accordance with education and skills. Services performed power health in all service units health is also done based on related laws in the SOP directed by the department health. As for one base law in the service SOP health this namely Law Number 25 of 2009 which is related with service public. The results of the assessment by the ombudsman in 2022 dimensions complaints from UPT Puskesmas Perumnas 1 amounted to 18.16% of records maximum mark For complaint namely 21.45%. Besides complaints, Ombudsman in do supervision service public especially at UPT Puskesmas Perumnas 1, has something obstacle among others: a. Society difficult requested time for interview or fill in questionnaire (output dimension) because time service from One patient to other patients relatively quickly and occasionally condition patient no possible for interviewed . b. There is improvement dimensions and indicators evaluation from year before, still There is difficulty from every Organization Local Government or internal units fulfillment proof support assessment (on input and complaint dimensions). In do assessment compliance at UPT Puskesmas Perumnas 1, the ombudsman followed suit

Republic of Indonesia Law No. 25 of 2009 is appropriate standard service. Final results from value Ombudsman supervision obedience Public Services at Community Health Centers Perumnas 1, namely amounting to 87.54%.

Keyword: Role of the Ombudsman , Supervision , Health Services

1. INTRODUCTION

Unitary state The Republic of Indonesia is a rule of law country. All something related with implementation related government with objective life public must in accordance with law. Including in effort protection right basic man inhabitant his country. Health is right basic human and one element welfare is a must realized in accordance with ambition Indonesian nation. Health is also one need base humans, aside clothing, food and shelter. For reach objective national, held effort sustainable development which is something Suite comprehensive development directed and integrated. Including these development health in a way general and provide service health in a way special. In Indonesia, aspects law in field health has implemented with he took it out various nature of laws sectoral. Organizer service or power health must own minimum qualifications. Health is right basic human and one element welfare is a must realized in accordance with ambition Indonesian nation as referred to by Pancasila and the 1945 Constitution of the Republic of Indonesia. One the goal is Health services as mentioned in consideration point b RI Law Number 17 of 2023 concerning Health (next abbreviated with Health Law) that development health public need it effort health, source Power health , and management health for increase degrees health the highest society based on principle welfare , equality , non-discrimination , participatory and sustainable in frame development source Power quality and productive humans, reducing gap, strengthen service health quality, improve resilience health, guarantee healthy living, as well advance well-being all over citizens and power competitive nation for achievement objective development national, because law is symptom social in the middle society, wrong the only one problems in the field health. Problem appear when reality on the ground often fully aligned with what is mandated by Republic of Indonesia Law Number 25 of 2009 concerning Public Services (next abbreviated with Constitution public service). Many cases show Disobedient to standard service , malpractice , up to issues about injustice access to service health . This matter show exists gap in implementation and supervision to practice service health . Therefore that, analysis about aspect law health in supervision practice service health becomes very important. Based on amount the population in Pontianak City in 2022 will be 673,400 people and from all over The number of sub-districts in Pontianak City resident biggest is in West Pontianak District, namely around 150,558 people. Although resident amount many in West Pontianak District, Health Services for public that is There are community health centers in the West Pontianak region four Public health center with amount power health in accordance procedure regulation government. One of every Puskesmas in West Pontianak the year done supervision especially by the Ombudsman for know about Public Health Services, namely Technical Implementation Unit (hereinafter abbreviated with UPT) Community Health Center Perumnas 1 in Pontianak City. The Ombudsman representing the West Kalimantan region always do evaluation obedience service public. Especially in scope service health such as at the Community Health Center Perumnas 1. The Ombudsman carries out evaluation obedience service public at the Community Health Center Perumnas 1 to only in 2023, because from results supervision of the ombudsman at the Puskesmas Perumnas 1 increasingly increase and position mark obedience to service public at the Community Health Center Perumnas 1 is included in the green zone.

2. RESEARCH METHODOLOGY

Specification Study

Specification this study is study normative juridical in nature analytical which is study for describe and analyze existing and included problems in type study the library (*research library*) will served in a way descriptive.

Collection Techniques and Data Collection Tools

This study including research law normative, then the type of data used in this study is secondary data. Secondary data studied is as following :

- a) Primary Legal Materials

Material primary law used in this study is Republic of Indonesia Law Number 17 of 2023 concerning Health, Republic of Indonesia Law Number 25 of 2009 concerning Public Service, Law Republic of Indonesia Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia, Regulation of the Minister of Health of the Republic of Indonesia Number 4 of 2019 concerning Technical Standards Compliance Quality Basic Services on Standards Minimum Services in the Health Sector for Provincial Regional Governments and Regency /City Regional Governments, Decree of the Indonesian Minister of Health Number : 128 of 2004.

b) Secondary Legal Materials

Material law secondary used in this study consists from literature books, papers, scientific writing law, journals law, and the Internet are related with object study.

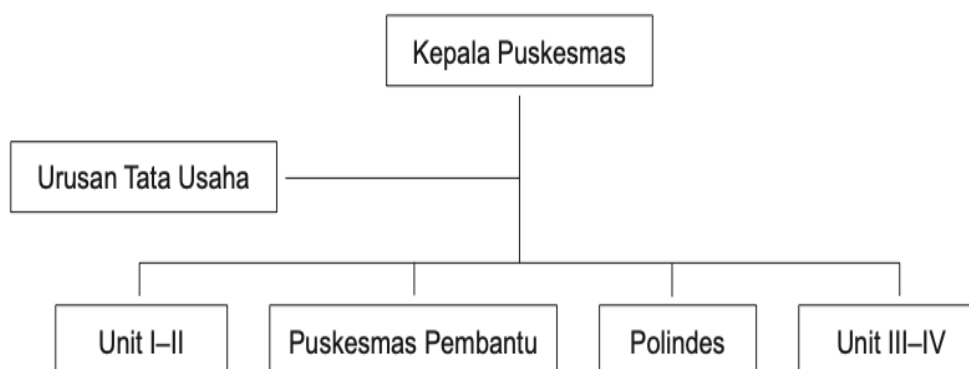
c) Tertiary Legal Materials

Material law tertiary used in this study is Indonesian encyclopedia, English -Indonesian dictionary, dictionary Large Indonesian and Law Dictionary, various magazines, articles scientific nor journal law.

3. RESULT AND DISCUSSION

The Role of Health Personnel in Perumnas 1 Health Center Services to the Community

Health efforts are all form activities and/ or series activities performed in a way integrated and sustainable for maintain and improve degree of public health in form promotive, preventive, curative, rehabilitative, and/ or palliative by the Central Government, Regional Government, and/ or public. Effort the carried out by force medical and also energy health as mentioned by article 1 (2) of Republic of Indonesia Law Number 17 of 2023 concerning Health (hereinafter called with Health Law). The Community Health Center is next called Public health center is Facility Health Service level first to organize it and coordinate Promotive, preventive, curative, rehabilitative health services, with prioritize promotional and preventive in its work area, as mentioned by Article 1 (9) of Republic of Indonesia Law Number 17 of 2023 concerning Health. In effort realize Health efforts for society, then required its maintenance services by the government along with the settings. Article 11 of the Health Law states that The Central Government and Regional Governments are responsible answer availability access to Facility Health Services as well Health information and education. Then Article 17 Paragraph (2) is emphasized Health Efforts as referred to in paragraph (1) letter a is addressed For realize highest degree of health for public in form Individual health efforts and community health efforts. Legal basis the confirm about effort the best health service to public through service units health in everyone level as mentioned in Article 32 (2) through the Community Health Center (Puskesmas), namely Public health center coordinate system networking service health primary in the work area. Furthermore Article 167 (1) of the Health Law confirms that Facility Service Health is there type that is level First organize Primary Health Care. Facility Health Service level First as referred to in paragraph (1) can in the form of : Health center public in (puskesmas) according to the Decree of the Indonesian Minister of Health Number : 128 of 2004 is the implementing unit technical service health responsible district / city answer organize development health in a work area. Public health center own function as center mover development insightful health, center empowerment community, center service first level health covers service health individuals (private goods) and services health society (public goods). Public health center will tend going to toward pole institution efforts and challenges For as institution business is readiness source Power human (HR). Following chart Public health center based on Minister of Health Decree 128 of 2004. HR or power health at the Community Health Center role as executor service health. In role the expected to get the job done principal and function (tupoksi) of energy health in accordance with their education and skills have. Explained by Notoatmojo, that education and skills is investment from power health in operate role in accordance with duties carried out. Besides that, deep role as executor service health at the Community Health Center, according to Setyawan, energy health is source Power strategic. As source Power strategic, energy health capable optimal use source power physical, financial and human in team work. Source Power physique is a supporting suggestion work so that power health can operate his role as executor service health at the community health.



Sumber: Kepmenkes No.128 tahun 2004

Center optimally whereas According to Soetjipto BW, in role as executor service health at the community health center, personnel health obtain satisfaction work. Services performed power health in all service units health is also done based on related laws in the SOP directed by the department health. As for one base law in the service SOP health this namely Law Number 25 of 2009 which is related with service public . Listed in CHAPTER II Article 2 of the law about service public intended For give certainty law in connection between community and organizers in service public . In the directed SOP service health also has something warning for power health in undergo task they that is violation procedures, negligence or with based gap do deviation maintenance services Service integrated one stop (PTSP) carried out by staff or employees of the Investment and Services Department Integrated One Door (DPMPTSP) will prosecuted in a way administration in accordance with applicable rules. Implementation decentralization health in the era of autonomy area also causes fundamental change in service health including at the Community Health Center. Change the caused Because in maintenance autonomy, government area get authority in management finance, functions government and service. A number of area experience effect not enough profitable from policy autonomy areas, among other things occur decline performance Public health center. Decline performance Public health center this assumed is consequence aspect inadequate human resource capabilities Ready anticipate change in the era of autonomy area. Various effort enhancement quality has applied through facility service health with use different approach from time to time as well as not yet moved throughout type facility service health. Challenge in culture Quality also lies in implementation various health programs as well as need exists size for culture quality. Public health center can do survey for measure culture perceived quality and perception employee about expected values. Survey results then discussed in FGD (*Focus Group Discussion*) session or *brainstorm* for identify gaps and solutions or hope behavior and systems as base enhancement quality.

Quality service or quality service effort - centered fulfillment needs and desires customer as well as accuracy the delivery For balance hope customer. Quality in service always become discussion warm by everyone time and opportunity good by the giver services (*providers*) and by recipients or user services (*receivers*). In something transaction goods or service, quality is liaison between *provider* and *receiver* are very important in give level trust and loyalty on use and utilization something service. If service the considered quality, then will increase something trust *receivers* to *providers* so that give rise to loyalty for become customer loyal and vice versa if service the considered no quality so level trust *receivers* will follow decreased and loyalty will also decreases so that the *receivers* become reluctant for use service and even will move to another provider. Quality program service health show progressing development for five years final. Quality strategy service health to front is expansion, with four general strategies and supported by three functional strategies. These seven strategies is consolidation and development from various programs and activities quality service health before, so expected can sustainable good interest facility service health and health programs. National strategy quality service health is as following :

- 1) Increase access service quality health ;
- 2) Increase performance clinical all over provider service government and private sector , especially on priority programs national ;
- 3) Push culture quality in facilities service health and on the implementation of Health programs
- 4) Empowering patients, families and communities ;
- 5) Strengthen governance regulations , structure organization quality as well as give contribution in strengthening system financing and components system health other ;
- 6) Increase commitment government central, regional and stakeholders interest ; and
- 7) Push measurement quality, research and utilization information strategic .

Achievement performance Quality of Puskesmas UPT Perumnas 1 of 2022 from results meeting management quality :

- 1) Obedience wash hands on officers (from 11 respondents observed officers obedience wash five moment hand can be obtained figure 87%).
 - a. Analysis Problem : Still there is officers who don't wash hand *five moments*
 - b. RTL : Demonstrate in a way periodically 6 steps wash hands and five moments, Do it checking in a way regular hand sanitizer and soap wash hands on the room , Do it evaluation obedience wash hand every day
- 2) Percentage satisfaction patient to UPT Puskesmas services National Housing 1 of month January 2022 – July 2022 as following :

January	Satisfied : 96.05 %	No Satisfied : 3.95 %
February	Satisfaction : 100%	No Satisfied : 0 %
March	Satisfaction : 100%	No Satisfied : 0 %
April	Satisfied : 99.99 %	No Satisfied : 0.01 %
May	Satisfied : 99.80 %	No Satisfied : 0.20%
June	Satisfaction : 100%	No Satisfied : 0 %

The Role of The Ombudsman in Handling Complaints and Obstacles Ombudsman in Supervising Perumnas 1 Puskesmas Services to The Community

Complaint Management

Management complaint is activity handling complaint in accordance with mechanisms and procedures management complaint. Complaint public can done in a way direct through officer Public health center or officer receptionist and online via social media Public health center. Complaint is delivery complaints submitted complainant to manager complaint service public on service implementers who do not in accordance with Standard Service, or neglect obligations and/ or violation prohibitions by the Organizer. Every listening will done handling in accordance with standard service complaints you have health center, Standard Service is reject measure used as guidelines organizer services and references evaluation quality service as obligations and promises Organizer to public in frame quality, fast, easy, affordable and measurable service. Based on Regulation Government Minister of Health of the Republic of Indonesia Number 13 of 2017 Handling complaint public covers activity acceptance, recording, review, confirmation, clarification or research, examination , reporting , action resume and archiving.

- a. Recording Complaint Recording complaint by the Dumasdu Team as following :

- 1) Complaints the community (dumas) received by the Dumasdu Team in the Echelon I unit came from from organization society , party political , individual or forwarding complaints by Ministries/Institutions/ State Commissions in form letters , faxes, or emails are recorded in the agenda letter enter manually or use application Channel Information Aspirations and Complaints (SIAP) are appropriate with procedure administration or applicable correspondence regulations. Complaints submitted in a way verbally to be expressed to in form provided.
- 2) Recording of the dumas at least load information about : number and date letter complaint, date accepted, identity complainant, identity reported and the essence of the complaint.
- 3) Address the complaint clear, immediately answered in a way written in no later than 5 (five) days work since letter complaint accepted with copy be delivered to Dumasdu Team Secretariat at the Inspectorate General of the Ministry of Health;

- 4) Incoming complaints through *Whistleblowing System* (WBS) handling arranged in regulation separately .
- b. Review
 1. Complaints have been made noted then reviewed to use identify the problem is clarity information , levels supervision as well as steps handling furthermore
 2. Minimal research carried out as following :
 - a) Formulate the essence of the problem being complained of ;
 - b) Connect material complaint with relevant regulations ;
 - c) Research documents and/ or information received ;
 - d) Determine is complaints received proportion supervision or No proportion supervision ;
 - e) Complete the required data / information ;
 - f) Do analysis based on regulation relevant legislation ;
 - g) Set results review and handling furthermore .
 3. Review results complaints and recommendations
 - a) Complaint proportion indicated monitoring detrimental deviation public or state finances with substance complaint logical and adequate, which is identity the reporter clear or no clear as well as supported with evidence, recommended for audited with objective certain/ investigative audits ;
 - b) Complaint proportion substantive supervision his complaint no adequate with identity reporter clear, recommended for done clarification ;
 - c) Complaint no proportion containing supervision information form provide useful suggestions, constructive criticism, and so on for repair maintenance government and service society in need action more carry on recommended for followed up in accordance with procedures ;
 - d) Complaints with substance no logical form desire reporter in a way normative no in accordance with provision regulation statutory or not Possible fulfilled, no need processed more carry on ;
 - e) If from results a review by the dumasdu team of the echelon I unit is available numerous complaints supervision , continued to inspectorate general for done follow continue no later than 3 (three) days work after complaint accepted

Obstacles to the Ombudsman Supervision Service Community Health Center

Service the public in Indonesia always related with governance agency government, fine that central and regional as well as the designated state enterprise for makes it easier fulfillment rights public as citizen. Society as user service public naturally expect for get easy, fast, precise and free service from corruption, collusion and nepotism. See hope the this moment institution government good central government and local government works hard for increase service intended with various method. Supervision service the public in indonesia is supported by 2 regulations important, that is law no. 25 of 2009 and law no. 37 of 2008. Second regulations this each other complete including there is trustworthy about coaching going to service more public good. Quality service made as yardstick measuring maintenance service and assessment quality service as commitment organizer to quality, fast, easy and affordable society. This moment service Indonesian public still own various weakness among others:

- (1) Less *responsive*
- (2) Less *informative*
- (3) Less *accessible*
- (4) Lack of coordination
- (5) Bureaucratic
- (6) Less willing hear complaint or advice or aspirations public
- (7) *Inefficiency*

Speak about service public in accordance with Article 1 Paragraph (1) Republic of Indonesia Law Number 25 of 2009 concerning Public Service declared that service public is activity or Suite in frame fulfillment need service in accordance with regulation legislation for every public on goods, services and services administration provided by the government. Constitution Number 25 of 2009 has 4 objectives, namely give clear boundaries and relationships related rights, responsibilities responsibility, obligation , and

authority every party in maintenance service public. Standard service is reject measure used as guidelines maintenance services and references evaluation quality service as obligations and promises government to public in frame quality service. There is Constitution Number 25 of 2009 concerning service public for give instruction to all over organizer service good state administrators , BUMN, BUMD, BHMN to private nor in maintenance standardized service as well as fulfil component standard service. Local Government must can fulfil standard service the public must filled by all organizer service public, following component standard service mandatory public for fulfilled and implemented, among others that is :

- a) Legal basis, regulations existing legislation base maintenance service
- b) Requirements, mandatory conditions fulfilled in management something type service, good condition technical nor administrative
- c) Systems, mechanisms and procedures, procedures standardized service for giver and recipient services, incl complaint
- d) Period time settlement, term time required for finish the entire service process from every type service
- e) Fees / tariffs , fees charged to recipient service in manage and/ or obtain service from big organizer set based on agreement between organizers and the community
- f) Product service , results services provided and received in accordance with provisions that have been set
- g) Facilities, infrastructure, and/ or facilities, equipment and facilities required in maintenance services, incl equipment and facilities for group prone to
- h) Competence implementer, the ability to do so owned by the executor covers knowledge , expertise, skills and experience
- i) Internal supervision, control carried out by leadership unit work or superior direct executor.
- j) Handling complaints, suggestions and input, procedures implementation handling complaints and actions he continued
- k) Amount implementer, availability executor in accordance with burden work
- l) Guarantee service that provides certainty service held in accordance with standard service
- m) Guarantee security and safety service in form commitment for gives a feeling of security, freedom from danger and risk hesitation .
- n) Evaluation performance implementation, assessment for know how much far implementation activity in accordance standard service. Component standard service this was made for give access extensive information for public so that public can with easy in reach service basic direction to well-being public. With fulfillment standard service public government area can minimize action like illegal harvesting, irregularities procedures, and so on.

Evaluation obedience state administrators towards regulations service public is part prevention administration to be role important Ombudsman in development . Besides that 's there too solution report or complaint society that is professional problem field experienced by the ombudsman in operate his task in the mentoring process society and apparatus is substance important for planning supervision maintenance service public , fine for institution planner nor institution supervisor service public that alone. The problem is the Ombudsman as institutions established by the state for supervise service public in practice assessed own level suboptimal recognition. Analysis related problem implementation Ombudsman duties in the field nor potency exists its future development can become input valuable for planning development related supervision service public.

The Supervisory Role of the RI Ombudsman in the Supervision of Health Services According to RI Law Number 25 Of 2009 Concerning Public Services (Study At Perumnas 1 Health Center, Pontianak City)
Supervision Service Through Service Information

Besides complaints, are also required exists notice service as means information. Understanding notice service in Article 1 of the Law Public Services CHAPTER I concerning Provision General : CHAPTER I about Provision General mention that the service announcement is statement written containing whole details existing obligations and promises in standard service. Next based on Article 22 of the Law Public Services Chapter V concerning Maintenance service public : Part Two Service Announcement mentions “ Organizer obliged arrange and determine notice service which is statement ability organizer in carry out service in accordance with standard service as intended in Article 21. Service announcement as referred to in paragraph (1) is mandatory published in a way clear and broad ”. Service notice as form obligations and promises organizer service , to public as user service , for carry out standard services that have been set organizer

service. Service notice as one of the proof sincerity giver service public for apply principles *good governance* (transparency , accountability , openness and justice) in give service to its people. Society must know notice that and give chance for public for channel wishes and suggestions as well as do supervision and complaints when there is nonconformity among those promised with practice its implementation. Service notice is form legality that provides right to public user service for get access service appropriate public with his hopes and needs, protection or protection , certainty cost and time settlement, file complaint, complaint and do supervision. Objective compiled, established and published notice service , is to " book " a commitment organizer service , in order to carry out his task as organizer service with good, and appropriate standards that have been established and implanted commitment in self, if no finish with good and appropriate standard, then he no organizer good service because has deny contained promises in notice the service. No only that, if seen objective externally, publications disseminate commitment organizer service to user service, will also give assurance and sense of security to user service, moment middle access the service. So that appear trust public to organizer service.

More furthermore, the public can too sue, if the service he receives no in accordance with promises made in notice service the. Of course this matter is make a very noble goal, and it can be done contribute realize service quality public. Besides that's the information service as well means create quality , excellent, transparent , fast , easy and measurable service. It happened deviation from notice service , of course will impact for quality service public, service the public that was easy for accessible , become difficult, because there is wrongdoing person notice service, for example no processing file proposal service administrative society, so public feel no there is certainty in period time how long is the service the can resolved . More far away , deviation from notice service will also injure existing bureaucratic reform efforts difficult sucks built government, fine level central and regional, especially again for example deviation in form request compensation for money/ goods / services. This matter will tear down construction of an integrity zone that has been announced by the agency organizer the service. The worst impact is decreasing trust public to the organizer service. Service notice useful for user service as for agreement social between organizers and users service. Its usefulness among others:

- 1) Increase responsiveness organizer service to user service ;
- 2) Increase satisfaction user service ;
- 3) Increase performance and quality service in a way comprehensive .

Hope big that UPT Puskesmas employees Peumnas 1 provides service to public in accordance standard services that have been set. With sentence notice the waiter said : " *With this we declare I can organize service in accordance standard service , Giving service in accordance obligations and doing repair continuously and willingly accept sanctions and or give compensation if services provided no in accordance standard* ".

Role and Supervision of the Ombudsman

Role according to dictionary big Indonesian (KBBI) is interpreted as device expected behavior owned by a person in position in society, meanwhile Supervision is an internal process set size performance and retrieval possible actions support achievement expected results in accordance with performance that has been the set. *Controlling is the process of measuring performance and taking action to ensure desired results.* Supervision is the process for ensure that all activities carried out in accordance with what has planned. *The process of ensuring that actual activities conform to the planned activities.* Linked with law government supervision can interpreted as something indicated activities for ensure attitude follow government or apparatus service walking public in accordance with applicable law. In the government system in Indonesia, supervision can carried out by supervision external and internal supervision . Ombudsman of the Republic of Indonesia (furthermore called the Ombudsman) based on Article 1 of the Law Republic of Indonesia Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia is a State Institution that has authority supervise Maintenance Good public services provided by state and government administrators including those organized by State -Owned Enterprises , Regional-Owned Enterprises, and State- Owned Legal Entities and Private Entities or given individual task organize service public certain partial ones or all over the funds sourced from budget State income and expenditure and/ or budget income and expenditure area. Based on Republic of Indonesia Law Number 25 of 2009 Article 1 states that the Ombudsman is state institutions that have them authority supervise maintenance service public both organized by state and government officials including those organized by State-Owned Enterprises, Regional-Owned Enterprises,

and State-Owned Legal Entities as well as private entities or given individual task organize service public certain partial ones or all over the funds sourced from budget state income and expenditure and/ or budget income and expenditure area. Based on Republic of Indonesia Law Number 25 of 2009 Part Eight about supervision maintenance service public article 35 paragraph 3 (b) supervision by the ombudsman is appropriate with regulation legislation. In section tenth about evaluation performance article 38 is listed that organizer obliged do evaluation performance maintenance service public in a way periodically. Evaluation performance as referred to in paragraph (1) is carried out with use indicator performance based on standard service. The Ombudsman of the Republic of Indonesia Representative for west Kalimantan functions as a supervisory institution nature of society given independence authority for clarification, investigation and recommendation to report or complaint from public about organizer service public to conjecture maladministration especially in the regions . As for those is as following :

- 1) Perceived action awkward (*Inappropriate*) because no done as such it should be
- 2) Deviate actions (*deviate*)
- 3) Violating actions provisions (*irregular/illegal*)
- 4) Actions resulting in delays no delay necessary (*undue delay*)
- 5) Actions that are not appropriate (*inequity*).

In do assessment compliance at UPT Puskesmas Perumnas 1, the ombudsman followed suit Republic of Indonesia Law No. 25 of 2009 is appropriate standard service . Final results from value Ombudsman supervision obedience Public Services at Community Health Centers Perumnas 1, namely amounting to 87.54%. Even at the Community Health Center Perumnas 1 can categorized as The work unit service is very good , however Still any suggestions and input from a number of respondents that is : Queuing process at the counter more fast like Don't looking for too long file and insert file to the police and expected officer counter can serve with friendly. Officer Pharmacies should too friendly and don't serve patient with advance bitchy, grammar officer should more polite. The ombudsman did assessment with objective for repair enhancement quality maintenance service public as well as prevention maladministration. Result of supervision of the Ombudsman at the UPT Puskesmas National Housing 1 in dimensions of the assessment process obedience with 11 indicators that is availability requirements, availability system mechanisms and procedures, availability period time completion, availability costs / tariffs, availability product services, information service (publication and substance/ quality), service specifically, availability vision mission service, availability service motto , availability service input and availability service integrated of 29.15. ⁸ So that moment this is the UPT Puskesmas National Housing 1 incl in green zone category so that create an ombudsman no Again down spaciousness for do supervision towards UPT Puskesmas Perumnas 1. For selected health centers in form supervision of the ombudsman in 2023 at the gang sehat health center and community health center aliyang. Even though the ombudsman isn't again do assessment compliance at UPT Puskesmas Perumnas 1, the ombudsman still accommodate results from our service have, however mark results service sent through party government city that is party organizations and offices Health department so required penalty as in Constitution Number 25 of 2019 concerning the public service regulates about possible sanctions given to the provider service health is not fulfil standard or violate applicable provision. Penalty this can form warning , fine until retraction permission practice or operational for provider services that are serious and repeated violations established standards and regulations. Penalty this aim for ensure that every citizens get service quality and safe health, as well for prevent happen malpractice and negligence in service health.

4. CONCLUSION

From the description discussion the on writer take a number of conclusion as following :

- 1) The role of energy health as executor service health at the health center do task in accordance main duties , competencies and knowledge obtained during education. Jam that's also based on main duties and tasks addition in accordance with education and skills. Services performed power health in all service units health is also done based on related laws in the SOP directed by the department health . As for one base law in the service SOP health This namely Law Number 25 of 2009 which is related with service public . Listed in CHAPTER II Article 2 of the law about service public intended for give certainty law in connection between community and organizers in service public
- 2) Results of the assessment by the ombudsman in 2022 dimensions complaints from UPT Puskesmas Perumnas 1 amounted to 18.16% of records maximum mark for complaint namely 21.45%. Besides

complaints, Ombudsman in do supervision service public especially at UPT Puskesmas Perumnas 1, has something obstacle among others:

- a) Society is difficult requested time for interview or fill in questionnaire (output dimensions) because time service from one patient to other patients relatively quickly and occasionally condition patient no possible for interviewed
- b) There is improvement dimensions and indicators evaluation from year before, still there is difficulty from every organization regional government or inner unit fulfillment proof support assessment (on input and complaint dimensions)
- c) In do assessment compliance at UPT Puskesmas Perumnas 1, the ombudsman followed suit Republic of Indonesia Law No. 25 of 2009 is appropriate standard service. Final results from value Ombudsman supervision obedience Public Services at Community Health Centers Perumnas 1, namely amounting to 87.54%.

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