

Introduction of Propartif at the Ombudsman offices of Ambon and Aceh

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Objectives

1. Baseline study (completed early 2018)

- ▢ Expectations of training
- ▢ Identify problem areas
- ▢ Survey client satisfaction about communication

2. Study after first implementation of techniques (completed July 2018)

- ▢ Experiences with, perceptions of training
- ▢ Transfer of skills
- ▢ Implementation of skills and Propartif principles: what skills are seen as useful, change in communication intensity?
- ▢ Survey client satisfaction: improvement?

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Ombudsman office of Aceh(since 2015)

Staff Ombudsman office in Banda Aceh (in 2018)

- ▢ DR. H. Taqwaddin Husin. SH., SE.
- ▢ 6 assistants (4 male, 2 female)

- 2018: 150 complaints
 1. 64 from Banda Aceh and
 2. 24 from Aceh Besar
 3. 8 from Aceh Utara
- 2017: 203 complaints

Aceh

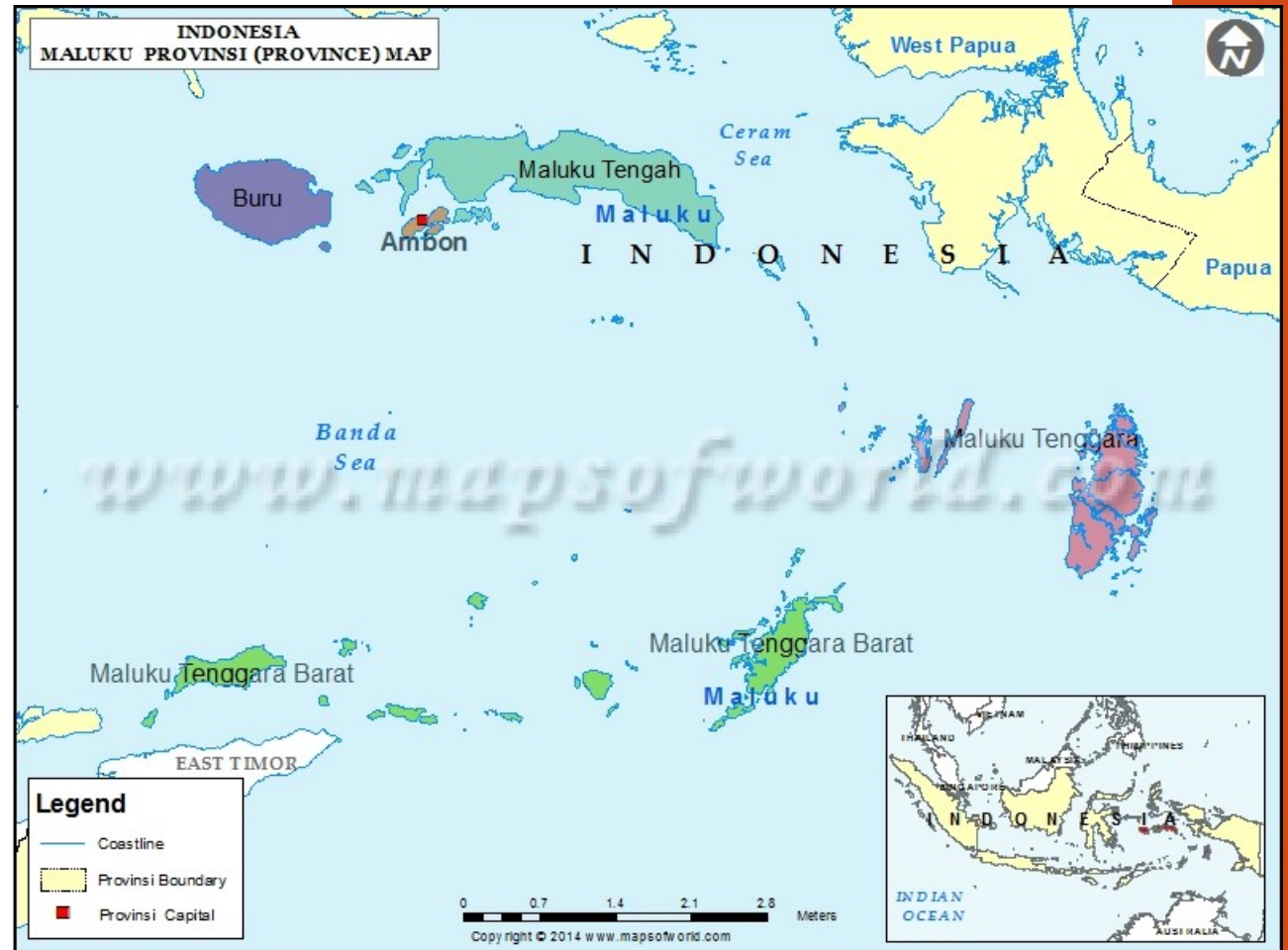
- ▢ Population: 5,316,320
- ▢ 23 districts, 58,376.81 km²
- ▢ Mountains: Ucop Mulo (3.187 m), Abong-Abong (3.015 m) and Leuser (3.466 m)





Ombudsman office of Maluku (since 2012)

- Staf Ombudsman office in Ambon:
 - Hasan Slamet, S.H., M.H.
 - 9 assistants
- 2017: 172 complaints
 - 122 Ambon
 - 33 Maluku Tengah
 - 9 Buru
- Maluku (1,768,500 inhabitants)
- 46,914.03 km²
 - 9 regencies
 - Islands





Transfer of Propartif knowledge

Basic concepts and techniques of the training have been transferred by kaper and staff

- However, because of the daily workload the transfer has not been as intensive as some assistants wished

Skills mentioned as useful in practice:

- Peeling the Union technique in cases where a complaint at first looks unrelated to maladministration: explore more intensely whether the complainant has a case.
- Handling difficult/aggressive clients

Uncertainty about whether an overall Propartif approach is implementable within the current SOP framework

Progress in practice: Ambon

Higher Satisfaction about Communication (62% > BS 34%)

Higher Satisfaction about Frequency of communication (63% > BS 33%)

Less complainants that were not notified about progress (27% < BS 64%)

▣ 33% stated contact about progress happened frequently, against 10% in the baseline study

More complainants felt their opinion was respected (86% >BS 68%)

Higher trust that the decision / agreement will be implemented (76%>BS 42%)

Progress in practice: Aceh

Dissatisfaction about Communication similar (16% : BS 17% dissatisfied)

Lower dissatisfaction about Frequency of communication (13% < BS 22%)

Higher percentage of complainants notified about progress (39% > BS 30%)

▫ But also higher number that were not sufficiently notified (29% > 17%)

The same percentage felt their opinion was respected (80% > BS 78%)

Less doubt that the decision / agreement will be implemented (16% < BS 30%)

Recommendations

- Representative offices should plan transfer of knowledge,
 - ❖ because of work load, back to daily routines, the transfer of knowledge and skills by trained staff runs the risk of becoming improvised and incomplete.
- A clear vision and mission about Propartif and its objectives:
 - ❖ enhancement of current practices by improving the communication and mediation skills of staff, or also
 - ❖ a more profound cultural change in the way the provincial offices approach cases (dejuridification/prettig contact)?