

GOVERNOR MAHYELDI RECEIVES HIGH-QUALITY PUBLIC SERVICE AWARD FROM OMBUDSMAN

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Padang, Padangkita.com - Governor Sumatra Barat (Sumbar) Mahyeldi Ansharullah receives an award from the Ombudsman of the Republic of Indonesia (Ombudsman RI) for compliance with public service delivery in 2022.

The Ombudsman evaluates the Sumbar Provincial Government has reached the high-quality category (green zone). The award is marked by the handover of a plaque and the result of compliance with public service delivery in 2022 by the Head of the Ombudsman RI, Bobby Hamzar Rafinus, to Governor Mahyeldi, at the Ombudsman RI Office in Sumbar, Padang, Tuesday (14/2/2023).

"Alhamdulillah, this year we have increased from yellow to green. This award is the fruit of the hard work of all civil servants of the Sumbar Provincial Government to provide primary service for the community. Thank you," said Mahyeldi.

He also stated, in this evaluation the Sumbar Provincial Government obtained a score of 82.60 with the high-quality category. Mahyeldi is confident that the evaluation from the Ombudsman is in line with the actual conditions in the field, because it is based on indicators that are clear and measurable.

"This award is very rewarding, because we believe that primary service is proof of the seriousness of the Sumbar Provincial Government in working," said Mahyeldi.

Governor Mahyeldi stated, at the moment the Sumbar Provincial Government is very focused on improving the quality of service. As evidenced by continuing to carry out efforts to implement the character 'Ber-AKHLAK' and reorient service to ASN, so that the community feels comfortable and satisfied.

He also stated, regarding public service, the Sumbar Provincial Government also has a Regional Regulation (Perda) Number 6 Year 2015 regarding the Delivery of Public Service as a foundation in public service.

"We are very serious in improving the quality of service, because at the moment we already have the Perda, so we must take steps to overcome weaknesses that we have," said Governor Mahyeldi.

Meanwhile, the Head of the Ombudsman RI, Bobby Hamzar Rafinus stated, the Sumbar Provincial Government has successfully met the public service standards in accordance with Law No. 25 Year 2009, for this it needs to be appreciated because it requires strong commitment in implementing it.

In carrying out the evaluation, the Ombudsman uses four aspects as indicators. Namely, the competence of service delivery and fulfillment of facilities and infrastructure, fulfillment of public service standards or evaluation of the community, and management of complaints.

Kemudian, kata dia, mengacu pada UU No. 25/2009 tentang Pelayanan Publik, terdapat 14 butir standar pelayanan publik.

"Ombudsman mempunyai tugas sebagai pengawas pelayanan publik dengan menggunakan 4 aspek sebagai dasar penilaian, ini yang kita lakukan setiap tahun,;: ujanya.

Ia menyampaikan hasil penilaian Ombudsman terhadap kinerja penyelenggaraan pelayanan publik di Sumbar, tidak hanya untuk tingkat provinsi tetapi juga untuk kabupaten/kota. [*/pkt]