

## **ABSTRACT**

The Ombudsman of the Republic of Indonesia is a state institution in Indonesia that has the authority to oversee the implementation of public services both held by state / government officials, public services in general are still of low quality, many problems that result in dissatisfaction with public services in the community at large. Therefore, the Ombudsman office of the Republic of Indonesia was formed as a Supervisory Agency and at the same time handled complaints of appropriate public services that must submit to ministerial regulations, which are stipulated in Minister of Home Affairs Regulation Number 7 of 2006. Space requirements, which are not yet optimal according to Ministry, Room Conditions, which seem not warm, rigid, and seem unhumanized. Size of room, which is not in accordance with the standards of the ministry. So the design of the Office of the Ombudsman of the Republic of Indonesia is expected to create a guest visitor who will file a complaint with the Office of the Ombudsman of the Republic of Indonesia to feel relaxed and comfortable.

- Keywords: Redesign; Office