

## **ABSTRACT**

### **THE PERFORMANCE OF THE OMBUDSMAN'S REPRESENTATIVES IN LAMPUNG PROVINCE OF INDONESIA COMPLETED A REPORT ON COMPLAINTS AND ITS EFFECTS ON PUBLIC SERVICES.**

**By**

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Implementation of good governance and public service improvement efforts and law enforcement required the existence of an external watchdog institutions are effectively able to control task organizers and Government in 2000, the President is attempting to come into being right the reform of the State and Government of the organization by forming the national Ombudsman commission through decision No. 44 in 2000. The national Ombudsman Commission aimed at helping Created and developed a conducive conditions in carrying out eradication of corruption, collusion and nepotism. Based on reports coming into the Office of the Ombudsman Representative RI Lampung in 2013 amounts to 120 Reports however that only 83 complaints resolved and the remaining 37 resolved entirely in 2014.

Uses this research is to develop theory-theory government science pertaining to theory organization publik and may provide benefits and feedback, and the ideas to the Ombudsman Representative province of Lampung in Indonesia improve performance. While the methods used in this research deskriptif qualitative,

technical data by means of interview observation and documentation done with some informants they are men considered interest and bound in full that concern researchers.

This research result showed that the commission of ombudsman in Lampung by function can do control function to the public service in the case of education and board of investment and license city Lampung public complaints associated with deviations in to the public service in two the agency could be repaired after commission of ombudsman perform call for and investigative field that is exercised directly

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