

## **ABSTRACT**

### **THE EXISTENCE OF OMBUDSMAN INSTITUTE IN SUPERVISING THE IMPLEMENTATION OF PUBLIC SERVICE IN LAMPUNG PROVINCE**

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The Ombudsman Institute as a supervisory institution public service providers are held by the state and government is an important element in the effort to create good governance, clean, and efficient as well as an implementation of the principles of democracy which is need to grow and applied to prevent and remove the abuse of power by state officials apparatus and governments in Indonesia, particularly in Lampung province. Therefore, the writer is interested in doing research on "the existence of Ombudsman Institute in supervising the implementation of public service in Lampung province ". The problems in this study are: how is the existence of Ombudsman Institute in supervising the implementation of public service in Lampung province, and what are the factors that hinder the performance of the Ombudsman representatives of Lampung in doing the duties, functions, and authority over public services in Lampung Province.

The research methods are used in this study is supported by normative and empirical jurisdiction. Data used are primary and secondary data. Data that has been processed and then presented in narrative form, then subsequently drew a conclusion.

This study can be concluded that the existence of Ombudsman Institute in supervising the implementation of public service in Lampung province have not implemented optimally in carrying out its role and function as an external supervisory of public service in Lampung Province. This can be known from the level of compliance that is still poor from the providers of public services to the legislation which regulates the public service in Indonesia, and the factors that inhibit the Ombudsman in carrying out the functions, duties and powers resulted from a lack of human resources and the breadth of the work area Ombudsman representatives of Lampung province. As a new institution in Lampung province, Ombudsman representatives is more emphasis to the implementation of public services in province of Lampung can be done well so it becomes a major factor of Ombudsman has not been done the investigation until today on the various cases of maladministration to take steps expenditures recommendation by the Ombudsman of the Republic of Indonesia.

***Keywords: Existence, Ombudsman, Supervision, Public Service.***