

ABSTRACT

STRATEGY OF OMBUDSMAN REPRESENTATIVE LAMPUNG INSTITUTE IN MONITORING THE IMPLEMENTATION OF PUBLIC SERVICE

(Study in The Implementation of PPDB in Bandar Lampung 2013)

BY

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Ombudsman of Republic of Indonesia is a state agency that has the authority to supervise public service held by the State governments, including BUMN, BUMD, and BHMN, also enterprises and private entities or individuals who were given the task of holding certain public services. The purpose of this study is to analyze the strategy of Ombudsman Representative Lampung in monitoring the implementation PPDB in Bandar Lampung year 2013 and any obstacles that arise. This type of research used is descriptive research with qualitative approach. While the data collection technique is done by interviews and documentation .

The results of the research: (1) strategies of Ombudsman Representative Lampung in monitoring the implementation of PPDB in Bandar Lampung year 2013 is (a) the policy of the organization in the form of a circular; (b) motivate employees is done through the provision of morale and also implementation of reward and punishment; (c) resource consisting of human and material resources in the form of infrastructure and financial is less support, but has strived to allocate the available resources to optimize the controlling. (2) the constraints that arise , are (a) the internal constraints , the lack of human resources and budget limitations; and (b) external constraints , lack of society participation and the arrogance of public servants.

Researchers recommend several things: (1) Ombudsman open the roving post; (2) Ombudsman do the socialization by making a banner in the strategic place; (3) Ombudsman more intensive in monitoring the implementation of PPDB; (4) Ombudsman Representative Lampung make recommendations to the Ombudsman of Indonesia Republic to be able to increase the amount of human resources, infrastructure and budgets; (5) Ombudsman do the quick action for each agency or public servants who are not able to receive advice from the Ombudsman .

Key Word: Ombudsman, Strategy, and Monitoring