ABSTRACT

OMBUDSMAN’S RESPONSIBILITY IN HANDLING MALADMINISTRATION IN INVESTMENT AND LICENSING (BPMP) OF BANDAR LAMPUNG CITY
(Study in Grace Of Galery at Bandar Lampung City)

By

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Public service is the provision of services to the public of the government obligations. However, the services provided by public service providers do not give satisfaction to the public. It can be seen by the maladministration that still happens, such as complicated procedures, no certainty of completion period, costs and so on. With many of maladministration happened, and then formed an Ombudsman Representative Lampung Province to oversee the implementation of public services in Lampung Province, including on BPMP of Bandar Lampung city as one of the providers public services.

The purpose of this research is to get an overview of the Ombudsman’s responsibility in handling BPMP maladministration in Bandar Lampung. This research is a descriptive study with a qualitative approach. The conclusion of this research is responsibility of the Ombudsman has been good. Chief representative and assistants understand their duties clearly and equipped with training to increase their capacity. The Assistant Ombudsman getting disposition and be responsible with the disposition, but they are not the decision maker. Evaluation of the Ombudsman’s performance held in regular meetings three times in a month on Friday. The chief representative has a commitment to divide the assistants into three sectors to achieve their purpose.

Key words: Public service, Maladministration, Responsibility, Ombudsman