

**RESPONSIVITAS KEASISTENAN PENERIMAAN DAN VERIFIKASI
LAPORAN LEMBAGA OMBUDSMAN RI PROVINSI KALIMANTAN
SELATAN DALAM MENANGANI LAPORAN MALADMINISTRASI**

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ABSTRACT

Novia Nessaida, NPM. 19120300 "Responsivity of Assistance for Receiving and Verifying Reports of the Ombudsman Institute of the Republic of Indonesia in South Kalimantan Province in Handling Maladministration Reports" Guidance by Mr. Dr. H. M. Uhaib As'ad M. Si as the Main Advisor and Mrs. Dr. Hj. Dewi Merdayanty S.Sos S.Pd M.AP as Co Advisor.

The purpose of this study was to describe the Responsiveness of the Assistant for Receiving and Verifying the Ombudsman Report of the Representative of the Province of South Kalimantan in handling reports of maladministration.

The research method uses a qualitative approach with a descriptive research type. Sources of data were collected by observing, interviewing and documenting several informants. Data analysis using data reduction, data presentation and conclusion.

The results showed that the level of responsiveness of the Ombudsman of the Republic of Indonesia in South Kalimantan Province in handling maladministration reports related to service response, fast service, the right service, accurate and at the right time was responsive and good, but for all categories of customer complaints this response was less responsive. The inhibiting factors for the Assistantship for Receiving and Verifying the Ombudsman Report of the Republic of Indonesia in South Kalimantan Province are the Red Button (self-control), limited human resources and the lack of increased access provided.

Keywords: Responsiveness, Ombudsman, Maladministration, Public service.

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