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## **The Role of The Ombudsman of The Republic of Indonesia, The Representative of Bali Province, in Organizing Educational Services in SMPN 2 Gianyar**

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### **Abstract**

To achieve maximum education services to the community, a strict supervision system is required. To strengthen the existence of this external supervisory institution, an independent institution called the ombudsman was formed. The purpose of this study was to determine the role of the ombudsman of the Republic of Indonesia in Bali Province Representative in organizing educational services in SMPN 2 (Public Middle School 2) of Gianyar. This type of research is qualitative research. Data collection was done by applying interviews, observation, and documentation methods. The size population in this study were 85 people consisting of 60 teachers and 25 Ombudsman staff. The samples of this study were 6 people, including 4 teachers and 2 ombudsman staff. The results showed that the Ombudsman has a very important role in realizing educational services that are in accordance with the laws and regulations and avoids acts of maladministration from educational institutions.

**Keywords:** Educational services; ombudsman; role

## **I. INTRODUCTION**

In order to advance the general welfare of citizens, the state has an indispensable function that is liveliness realized through its organs or equipment to act or carry out public policies so that the society grow prosperous. One of the benchmarks for people's welfare is the high quality of Education Services provided by state organs towards their citizens. In terms of legal dimension, it comes into view that the Education Service is regulated in Law No. 20 of 2003 concerning Education Service. The regulation provides parameters to ensure the implementation of good education services to the community.

To realize maximum educational services to the community, there is a need for a strict supervision system. To strengthen the existence of this external supervisory institution, an independent institution called the Ombudsman is formed, and therefore Law No. 37 of 2008 concerning the Ombudsman of the Republic of Indonesia (ORI) was also formed.

In this study, the role of the ombudsman republic of Indonesia - representative of Bali Province - in the implementation of education services in Gianyar Public Middle School 2, Gianyar Subdistrict, Gianyar Regency, is examined.

## **II. METHOD**

The type of research used in this study is qualitative research with data collection techniques, namely interviews. The population in this study was 85 people, consisting of 60 teachers and 25 ombudsman staff. The sample size was 6 people, consisting of 4 teachers of Gianyar Public Middle School 2 and 2 Ombudsman staff.

## **III. RESULTS AND DISCUSSION**

The results of interviews conducted with Ombudsman staff and Teachers at Gianyar Public Middle School 2, presented in the following:

The Ombudsman is an Independent State institution established under Law No. 37 of 2008 concerning the Ombudsman. The tasks of an ombudsman include the following: receiving reports on maladministration in the provision of educational services; conducting a substance check on the report; follow up on reports covered by the ombudsman's authority; conducting investigations on own cases against alleged maladministration in the provision of educational services; coordinating and cooperating with state institutions or other government institutions and community institutions and individuals; building a network; making efforts to prevent maladministration in the implementation of educational services; and carrying out other duties given by law.

The handling procedure carried out by an ombudsman if a case of maladministration occurs in an educational service institution is to carry out a selection process; this means that the ombudsman shall only deal with problems classified as administration by educational service institutions. If potential maladministration is encountered, written clarification, field investigations or summonses to the public institutions suspected of carrying out administration, shall be executed.

Results of interviews with the ombudsman regarding the supervision of education services in Gianyar Public Middle School 2 confirm that maladministration in the admission of students had occurred. Students recruited exceeded the quota (capacity) of the actual number of students that should be accepted.

Prevention or settlement of cases of maladministration is given by coordinating with superiors - Gianyar District Education Office - in a bureaucratic manner. The ombudsman only provides a recommendation (letter) to state whether the public service institution has truly administered maladministration or not. This letter is addressed to the supervisor's institution to be followed up.

Through a persuasive approach, deviations in the number of students at Gianyar Public Middle School 2 can be overcome.

**Table 1**

Condition of New Student Admission in the Academic Year 2016/2017 and 2017/2018

No.	Academic Year	Capacity	New Students
1	2016/ 2017	374	360
2	2017/2018	350	350

Based on Table 1 it can be concluded that the number of new students over the past 2 years is in accordance with capacity.

#### **IV. CONCLUSION**

The role of the ombudsman in Gianyar Public Middle School 2 was realized in accordance with the flow/process of handling complaint reports, where the ombudsman followed up every complaint from the community and conducted a selection process. In other words, the ombudsman only deals with problems that are classified as administrative cases by Education Service institutions. If potential maladministration encountered, written clarification, field investigations, and/or summons to educational institutions suspected of carrying out administration, are undertaken. The role of the the ombudsman is also realized through cooperation with the education office to carry out socialization, guidance and supervision to all educational institutions in Gianyar Regency, especially Gianyar 2 Public Middle School. Since the supervision of the ombudsman has been implemented, an increase in the quality of education services at the Gianyar 2 Public Middle School significantly occurred. The increase occurred at the admission of new students, at the time of the school exam and during the national examination. In addition, another implication of the existence and role of the ombudsman is that the level of discipline among students increases.

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