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Oversight by the Banten Regional Office of the Ombudsman of the Republic of Indonesia Regarding the Abuse of Authority in Public Services

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ABSTRACT

Public service quality is an important indicator of good governance and public accountability. However, maladministration, particularly the abuse of authority, remains a significant challenge in ensuring effective and citizen-oriented public services in Indonesia. This study aims to analyze the implementation of supervision conducted by the Ombudsman of the Republic of Indonesia Representative Office of Banten Province in preventing and addressing abuse of authority in public services based on the author's internship experience. This study employed a qualitative descriptive approach using participant observation, document analysis, and literature review. Primary data were collected through direct involvement in complaint administration, preparation of Document Examination Reports (LHPD), public service monitoring, meeting documentation, and other administrative activities during the internship. The findings reveal that the Ombudsman implements an integrated supervisory mechanism consisting of complaint reception, administrative verification, substantive examination, coordination with relevant institutions, and corrective recommendations. In addition, preventive supervision is carried out through public education, monitoring compliance with public service standards, and institutional collaboration to reduce maladministration. The internship enhanced the researcher's understanding of public service supervision while improving analytical, administrative, communication, and teamwork skills. Nevertheless, challenges remain, including limited public awareness of the Ombudsman's functions, incomplete supporting evidence in complaints, and varying institutional responsiveness. This study concludes that the Ombudsman Representative Office of Banten Province plays a strategic role in promoting accountability, preventing abuse of authority, and strengthening good governance through independent external supervision of public service delivery.

1. INTRODUCTION

Public service is one of the most visible indicators of government performance and accountability. Every interaction between citizens and public institutions, whether in obtaining identity documents, healthcare, education, licensing, or other administrative services, reflects the government's commitment to fulfilling its constitutional responsibilities. High-quality public services should embody the principles of transparency, accountability, efficiency, responsiveness, and fairness. However, in practice, many public institutions continue to face challenges related to maladministration, particularly the abuse of

authority by public officials. Such practices not only undermine service quality but also diminish public trust in government institutions (Maulana et al., 2024).

Abuse of authority has become one of the most significant forms of maladministration in Indonesia's public administration system. It occurs when public officials exercise their authority beyond legal boundaries or use their positions for purposes inconsistent with the objectives established by law. This misconduct may take various forms, including procedural deviations, discriminatory treatment, unnecessary delays, arbitrary decision-making, and failure to fulfill legal obligations (Nyoman & Wirantini, 2021). These practices directly affect citizens by limiting their access to fair and effective public services and indirectly weaken the

credibility of government institutions responsible for delivering those services.

Recognizing these challenges, the Government of Indonesia established the Ombudsman of the Republic of Indonesia through Law Number 37 of 2008 as an independent state institution responsible for supervising the implementation of public services. The Ombudsman serves as an external oversight body that receives public complaints, investigates alleged maladministration, facilitates dispute resolution, and provides corrective recommendations to public institutions. Its independence from executive interference enables the institution to objectively evaluate public service delivery while protecting citizens' rights to obtain quality public services (Zega & Husna, 2025).

The importance of the Ombudsman has increased alongside the growing number of public complaints regarding maladministration. According to (Indonesia, 2024), reports submitted by citizens continue to demonstrate that procedural irregularities, delays in service delivery, abuse of authority, and administrative negligence remain recurring issues in public administration. These findings indicate that improving public service quality requires not only institutional reforms but also effective external oversight capable of ensuring accountability and compliance with public service standards.

In Banten Province, the Ombudsman Representative Office plays a strategic role in supervising public service providers at provincial and local government levels. Besides handling public complaints, the office actively conducts preventive activities, including public awareness campaigns, monitoring service standards, institutional assessments, and coordination with government agencies (Sari et al., 2022). These preventive efforts aim to minimize maladministration while encouraging public institutions to improve governance practices before complaints arise. Consequently, the Ombudsman contributes not only to law enforcement but also to the continuous improvement of public administration.

This study was conducted based on an internship program at the Ombudsman of the Republic of Indonesia Representative Office of Banten Province. During the internship, the author participated in several supervisory activities, including document examination, complaint administration, preparation of investigation reports, public service monitoring, media analysis, and institutional coordination. These experiences provided valuable insights into how the Ombudsman implements its supervisory functions to address abuse of authority in public services while promoting administrative accountability and institutional integrity.

Unlike previous studies that primarily examine the Ombudsman's supervisory role from a legal or theoretical perspective, this research offers an empirical analysis based on direct field experience obtained through an internship program. The study provides a practical understanding of the implementation of public service supervision, identifies challenges encountered during supervisory processes, and highlights the Ombudsman's contribution to improving public service governance in Banten Province.

Therefore, this study aims to analyze the implementation of supervision conducted by the Ombudsman of the Republic of Indonesia Representative Office of Banten Province in addressing abuse of authority within public services.

Furthermore, it seeks to identify the challenges faced during the supervisory process and evaluate the institution's contribution to promoting transparent, accountable, and citizen-oriented public service delivery. It is expected that the findings of this study will contribute to the development of public administration literature while providing practical recommendations for strengthening external oversight mechanisms and improving the quality of public services in Indonesia.

2. MATERIALS AND METHODS

This section describes the approach, stages, participants, implementation techniques, and evaluation process of the community service program. Since this manuscript is intended for a community engagement journal, the method should not only explain data collection and analysis, but also clearly describe how the program was carried out with the target community or partner institution.

2.1 Program Approach

This study employed a community engagement and participatory approach during the internship program at the Ombudsman of the Republic of Indonesia Representative Office of Banten Province. The internship was designed to strengthen students' practical understanding of public service supervision while actively involving them in institutional activities related to complaint handling, public service monitoring, and maladministration prevention. Through direct participation, the researcher was able to observe the implementation of supervisory mechanisms and understand how the Ombudsman collaborates with public institutions and citizens to improve public service quality. This approach is consistent with participatory learning, which emphasizes experiential learning through active involvement in organizational activities.

2.2 Location, Time, and Partner

This internship program is held at the Office of the Ombudsman of the Republic of Indonesia for Banten Province, located at Jl. Kolonel TB Suwandi Lingkar Selatan No. 7, Lontar Baru Village, Serang District, Serang City, Banten Province, Indonesia.

The internship program runs from March 30 to May 26, 2026. This partner institution was selected because it is an official state agency tasked with overseeing the delivery of public services and handling public complaints regarding abuse of authority.

The participants involved in this internship consisted of the Head of the Representative Office, Assistant Ombudsman, administrative staff, and the internship student. Throughout the internship, the researcher collaborated directly with Ombudsman assistants in various supervisory activities, including complaint administration, document verification, public service monitoring, preparation of examination reports, and institutional coordination.

2.3 Program Stages

a. Problem Identification

The initial stage focused on identifying problems related to public service supervision through direct observation, document review, and discussions with Ombudsman assistants. The researcher examined the patterns of public complaints, administrative procedures, and the implementation of supervisory mechanisms. This stage helped identify the prevalence of maladministration, particularly abuse of authority, procedural deviation, and unnecessary delays in public services.

b. Program Planning

After identifying the existing problems, the internship activities were planned in coordination with the supervising officers. The planning stage included determining daily assignments, preparing administrative documents, reviewing public service regulations, and understanding the complaint-handling procedures applied by the Ombudsman Representative Office.

c. Program Implementation

The implementation stage involved direct participation in daily institutional activities. The researcher assisted in preparing Document Examination Reports (LHPD), reviewing complaint documents, analyzing public service issues reported in mass media, preparing meeting minutes, monitoring public service standards, and supporting administrative processes related to complaint examination. These activities enabled the researcher to understand the practical implementation of external supervision in maintaining accountability within public service institutions.

d. Monitoring and Evaluation

Monitoring was conducted continuously by internship supervisors through direct observation of the researcher's performance and participation. Evaluation focused on the student's ability to understand supervisory procedures, complete assigned tasks accurately, apply administrative regulations, and demonstrate professional ethics during the internship period.

e. Follow-Up

The internship concluded with the preparation of an internship report summarizing the activities, findings, challenges, and recommendations for improving public service supervision. The report also serves as an academic reference for understanding the Ombudsman's contribution to preventing abuse of authority and strengthening public service governance.

2.4 Techniques of Program Implementation

participant observation, document analysis, administrative assistance, institutional discussions, and field monitoring. Participant observation enabled the researcher to directly experience the supervision process, while document analysis was conducted to examine complaint files, regulations, and examination reports. Discussions with Ombudsman assistants provided additional insights into institutional practices, whereas field monitoring allowed the researcher to observe public service implementation and compliance with service standards.

2.5 Data Collection and Evaluation Instruments

The study employed several instruments to collect data during the internship. Primary data were obtained through participant observation, field notes, internship documentation, complaint administration records, meeting minutes, and official institutional documents. Secondary data were collected from scientific journals, books, government regulations, Ombudsman annual reports, and official publications related to public service supervision.

The evaluation process focused on assessing the researcher's understanding of supervisory mechanisms, ability to perform assigned administrative tasks, and analytical skills in identifying issues related to maladministration and abuse of authority.

2.6 Data Analysis

The collected data were analyzed using descriptive qualitative analysis following the interactive model. The analysis consisted of three sequential stages: data condensation, data display, and conclusion drawing and verification. Information obtained from observations, institutional documents, and literature was systematically categorized according to the research objectives.

The analyzed data were then interpreted by comparing empirical findings from the internship with existing theories on public service supervision, maladministration, and good governance.

2.7 Indicators of Program Success

The success of the internship program was evaluated using several indicators. These included the researcher's increased understanding of the Ombudsman's supervisory functions, improved ability to analyze public service problems, enhanced administrative competencies in preparing official documents, active participation in institutional activities, and the completion of the internship report. Furthermore, successful participation in complaint administration, document examination, public service monitoring, and institutional coordination demonstrated that the internship effectively strengthened practical competencies related to public administration and public service supervision.

3. RESULT AND DISCUSSION

The internship activities demonstrated that the Ombudsman of the Republic of Indonesia Representative Office of Banten Province performs its supervisory function through a systematic mechanism consisting of complaint reception, administrative verification, substantive examination, clarification, coordination with reported institutions, and formulation of corrective actions. This mechanism reflects the Ombudsman's role as an independent external supervisory institution responsible for ensuring that public service providers comply with legal standards and administrative principles. Throughout the internship, the researcher observed that every public complaint was processed carefully through several stages before conclusions or recommendations were issued. Such procedures indicate the institution's commitment to maintaining objectivity, accountability, and legal certainty in handling maladministration cases. These findings are consistent with previous research, which suggests that effective oversight of public services requires transparent complaint-handling procedures and objective investigations to strengthen public accountability.

The researcher also noted that complaint verification is one of the most critical stages in the oversight process. Before proceeding to a substantive review, each complaint is evaluated based on administrative completeness, legal jurisdiction, and supporting evidence. This procedure prevents the agency from processing complaints that fall outside its authority while ensuring that every eligible complaint receives appropriate follow-up and administrative verification is crucial for ensuring fairness and legal certainty in the oversight of public services.

Table 1. Participants' Knowledge Before and After the Program

Indicator	Before Program	After Program	Change
Understanding of the Ombudsman's duties and functions	Basic theoretical knowledge gained from event prodi	Comprehensive understanding of the Ombudsman's supervisory role in public services	Improving
	No experience preparing	Able to assist in preparing Documents	Improving

Administrative documentation skills	official institutional documents	Examination Reports (LHPD), meeting minutes and administrative documents	
Teamwork and work ethics	Academic teamwork experience only	Enhanced teamwork, discipline, responsibility, and professional ethics in a government institution	Improving
Knowledge of complaint handling procedures	Limited understanding of administrative complaint mechanisms	Able to understand complaint reception, verification, examination, and follow-up procedures	Improving

The internship program at the Ombudsman of the Republic of Indonesia Representative Office of Banten Province significantly enhanced the participant's knowledge and professional competencies in public service supervision. Before the internship, the participant possessed only theoretical knowledge obtained through academic coursework. After completing the program, the participant demonstrated a deeper understanding of the Ombudsman's institutional functions, complaint-handling procedures, maladministration issues, public service standards, and administrative documentation processes. In addition, the internship contributed to the development of professional communication skills, teamwork, and work ethics through direct involvement in institutional activities.

These findings suggest that experiential learning through internships effectively bridges the gap between academic knowledge and practical implementation, enabling students to acquire competencies that are essential for future careers in public administration and public service governance.

4. CONCLUSION

The internship program conducted at the Ombudsman of the Republic of Indonesia Representative Office of Banten Province provided valuable practical experience in understanding the implementation of external supervision in public service delivery. The findings indicate that the Ombudsman plays a significant role in ensuring accountability, transparency, and compliance with public service regulations through complaint reception, administrative verification, substantive examination, coordination with relevant institutions, and corrective recommendations. In addition to resolving public complaints, the Ombudsman actively promotes preventive supervision by monitoring public service standards, conducting public outreach, and strengthening cooperation with government institutions to minimize maladministration and abuse of authority.

The internship also demonstrated that direct participation in institutional activities effectively enhanced the researcher's professional competencies. Involvement in preparing Document Examination Reports (LHPD), analyzing public service issues, documenting institutional meetings, and supporting

administrative processes provided practical insights into the supervisory mechanisms applied by the Ombudsman. These experiences bridged the gap between theoretical knowledge acquired in the classroom and its practical application within a public institution, while also improving analytical skills, professional communication, teamwork, and ethical awareness. Despite the effective supervisory mechanisms implemented by the Ombudsman Representative Office of Banten Province, several challenges remain. Limited public awareness of the Ombudsman's functions, incomplete supporting evidence submitted by complainants, and delayed responses from some public institutions continue to affect the efficiency of complaint resolution. These findings highlight the importance of strengthening public participation, enhancing institutional responsiveness, and improving coordination among stakeholders to ensure more effective public service supervision.

Overall, this study concludes that the Ombudsman Representative Office of Banten Province plays a strategic role in promoting good governance by preventing maladministration and encouraging continuous improvement in public service quality. Strengthening collaboration between the Ombudsman, government agencies, academic institutions, and the community is essential to creating transparent, accountable, responsive, and citizen-oriented public services. The experiences gained during the internship not only contributed to the researcher's professional development but also provided practical evidence of the importance of independent external supervision in improving public administration in Indonesia.

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