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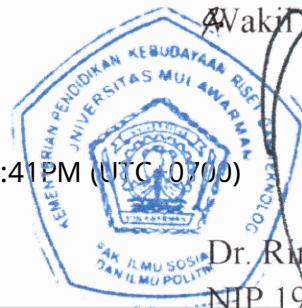
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OMBUDSMAN PERFORMANCE IN PREVENTING MALADMINISTRATION IN SAMARINDA CITY, EAST BORNEO

KINERJA OMBUDSMAN DALAM PENCEGAHAN MALADMINISTRASI DI KOTA SAMARINDA KALIMANTAN TIMUR

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ARTICLE INFORMATION	ABSTRACT
Vol. xx, No. xx Page: Published: KEYWORDS Kinerja Ombudsman, Pencegahan Maladministrasi.	This study was to determine the performance of the East Kalimantan Representative Ombudsman in preventing maladministration in Samarinda City, with the research focus being Quality, Quantity, and Timeliness. This type of research is descriptive and qualitative approach. Data collection techniques through observation, interviews and documentation.
CORRESPONDENCE Phone: +6282151430796 E-mail: reza2rysaputra65@gmail.com	The results of this research show that the performance of the East Kalimantan Representative Ombudsman can be seen from 3 performance indicators, namely in terms of aspects: 1) The quality of the East Kalimantan Representative Ombudsman is running optimally, this can be seen through the 3 stages of the report completion mechanism which are checked carefully. 2) The quantity of the East Kalimantan Representative Ombudsman Institution has been running well, which is in the process of completing reports in the last 5 years. 3) The timeliness of the East Kalimantan Representative Ombudsman runs optimally considering that reports in the last 5 years can be completed in accordance with the report completion classification that has been determined by the central Ombudsman. 4) Regarding constraining factors, the East Kalimantan Representative Ombudsman still has to carry out outreach to the community so that the Ombudsman is better known to ordinary people who are vulnerable to individuals who carry out maladministration so that the public knows where to report when they receive an act of maladministration.

INTRODUCTION
Dalam penyelenggaraan pelayanan publik tentunya Pemerintah wajib untuk memenuhi hak dan kebutuhan dasar khususnya dalam sektor terhadap pelayanan masyarakat, hal ini telah diatur dalam UUD Nomor 25 Tahun 2009