

Maladministrasi pelayanan publik dalam proses penerimaan peserta didik baru (PPDB) di sektor pendidikan dari lingkup pengawasan Ombudsman (Studi laporan pengaduan 2013-2014) = Public service maladministration of new student recruitment in educational sector from Ombudsman (Supervision scope complaint report 2013-2014)

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Abstrak

Skripsi ini membahas mengenai praktik maladministrasi dalam pelayanan publik dibidang pendidikan pada proses penerimaan peserta didik baru dari lingkup pengawasan Ombudsman. Dalam skripsi yuridis normatif ini, pembahasan maladministrasi PPDB dilihat dari data pengaduan masyarakat kepada Ombudsman pada tahun 2013 dan 2014. Secara menyeluruh dipaparkan pula data mulai dari jumlah laporan pengaduan hingga pihak-pihak yang terlibat dalam praktik maladministrasi. Sebagai solusi, analisa peran masyarakat dan Ombudsman juga dijabarkan guna mencegah maladministrasi PPDB dimasyarakat.

.....This thesis discusses the practice of maladministration in the public service in the field of education in the process of recruiting new students (PPDB) from the scope of supervision of the Ombudsman. In this normative juridical thesis, discussion of PPDB maladministration is seen from the data of public complaints to the Ombudsman in 2013 and 2014. Thoroughly also presented the data ranging from the number of complaints reported to the parties involved in the practice of maladministration. As a solution, the analysis of the role of society and the Ombudsman are also elaborated in order to prevent PPDB maladministration in community.