

COMMUNITY PARTICIPATION IN PUBLIC SERVICE SUPERVISION THROUGH THE REPUBLIC OF INDONESIA'S OMBUDSMAN

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Abstract. *Community engagement is critical in overseeing the implementation of public services to ensure that they are delivered in the best interests of the community. The Republic of Indonesia's Ombudsman is present as an external institution that oversees public services and allows the public to complain public service providers if there is a risk of maladministration. The purpose of this study was to determine community involvement in public service supervision and to establish how the Jabodetabek Ombudsman's strategy for promoting public participation in public service supervision worked. This research employs a qualitative approach and a case study research methodology. Literature review, documentation, participant observation, and interviews were employed to collect data. According to the findings of the study, the public can participate in the oversight of public services by filing public complaint reports with the Jakarta Ombudsman about charges of public service provider maladministration. Also, the Jakarta Ombudsman provides public service consultations to assist the community if they have difficulty accessing public services. In order to supervise public services, the public can also report information to the Jakarta Ombudsman about possible maladministration. The Jakarta Ombudsman has several methods in place to enhance public participation, including various activities to present the Ombudsman to the wider community. First, through collaboration with the government and educational institutions (universities), second, directly through PVL On the Spot, and third, through the Jakarta Ombudsman's social media.*

Keywords: *Community Participation; Ombudsman; Public Service Supervision*