UNIVERSITAS INTERNASIONAL BATAM

Undergraduate Final Project
Science of Law Department
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EFFECT OF ASSESSMENT OF PUBLIC SERVICE STANDARDS BY OMBUDSMAN REPUBLIC OF INDONESIA PROVINCIAL REPRESENTATIVES OF RIAU ISLANDS BASED ON LAW NUMBER 25 OF 2009 ON REPAIR PUBLIC SERVICES IN THE GOVERNMENT BATAM CITY

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Abstract

This Final Project Research aims to analyze the assessment of compliance with public service standards by the Riau Islands Representative Ombudsman towards the Batam City Government and analyze the obstacles of the Batam City Government in providing effective public services and analyze the influence of the assessment of public services by Riau Islands Representative Ombudsman on Batam City Government.

The research methodology used by the author is empirical legal research by examining based on the results of interviews and questionnaires distributed to the people of Batam City and supported by legal theories and legislation in force in Indonesia. The type of data used is primary data as the main data and secondary data as supporting data consisting of primary, secondary and tertiary legal materials. This Legal Research was analyzed descriptively quantitatively.

The research results obtained from interviews and questionnaires distributed to the people of Batam City were reviewed from the theory of Public Services according to Wasistiono that the assessment of compliance with public service standards by the Riau Islands Representative Ombudsman towards the Batam City Government was very good but there were still some shortcomings that needed to be corrected and there were several barriers to the Batam City Government in providing effective public services that affect the assessment of public services by the Ombudsman of the Riau Islands Representative of the Batam City Government.

Keywords**:** *Public Service, Ombudsman of the Republic of Indonesia Representative of Riau Islands Province, Batam City Government.*

Devi Suryani, Pengaruh Penilaian Standar Pelayanan Publik oleh Ombudsman Republik Indonesia Perwakilan Provinsi Kepulauan Riau Berdasarkan Undang-Undang Nomor 25 Tahun 2009 Terhadap Perbaikan Pelayanan Publik di Pemerintah Kota Batam
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