

ABSTRACT

This study aims to analyze the performance of the Ombudsman of the Republic of Indonesia Representative Office of Jambi Province in handling public complaints related to New Student Admissions (PPDB) in Jambi City, as well as the impact of maladministration on fair access to education. This study was motivated by the continued existence of reports of alleged maladministration in the PPDB process received by the Jambi Ombudsman, such as procedural deviations, abuse of authority, and requests for extortion. This study uses a qualitative descriptive approach with data collection techniques in the form of in-depth interviews, observations, and documentation of related parties such as the Ombudsman, public reporters, and annual report documents. The analysis was carried out based on five performance indicators according to Agus Dwiyanto, namely productivity, service quality, responsiveness, responsibility, and accountability. The results of the study indicate that the Jambi Ombudsman has carried out its duties quite well in handling PPDB complaints, but there are still challenges such as limited resources, low public understanding of complaint procedures, and less than optimal follow-up to the recommendations given. Maladministration in PPDB has a significant impact on inequality in access to education and declining public trust in educational institutions. Therefore, increasing the capacity of supervisory institutions and strengthening coordination between agencies is needed to create a fairer and more transparent education system.

Keywords: *Ombudsman, Performance, PPDB, Maladministration, Education, Jambi City*

INTISARI

Penelitian ini bertujuan untuk menganalisis kinerja Ombudsman Republik Indonesia Perwakilan Provinsi Jambi dalam menangani pengaduan masyarakat terkait Penerimaan Peserta Didik Baru (PPDB) di Kota Jambi, serta dampak maladministrasi terhadap akses pendidikan yang adil. Penelitian ini dilatarbelakangi oleh masih adanya laporan dugaan maladministrasi dalam proses PPDB yang diterima Ombudsman Jambi, seperti penyimpangan prosedur, penyalahgunaan wewenang, hingga permintaan pungutan liar. Penelitian ini menggunakan pendekatan deskriptif kualitatif dengan teknik pengumpulan data berupa wawancara mendalam, observasi, dan dokumentasi terhadap pihak-pihak terkait seperti Ombudsman, pelapor masyarakat, dan dokumen laporan tahunan. Analisis dilakukan berdasarkan lima indikator kinerja menurut Agus Dwiyanto yaitu produktivitas, kualitas pelayanan, responsivitas, responsibilitas, dan akuntabilitas. Hasil penelitian menunjukkan bahwa Ombudsman Jambi telah menjalankan tugasnya dengan cukup baik dalam menangani pengaduan PPDB, namun masih terdapat tantangan seperti keterbatasan sumber daya, rendahnya pemahaman masyarakat tentang prosedur pengaduan, serta belum optimalnya tindak lanjut dari rekomendasi yang diberikan. maladministrasi dalam PPDB berdampak signifikan terhadap ketimpangan akses pendidikan dan menurunnya kepercayaan publik terhadap institusi pendidikan. Oleh karena itu, peningkatan kapasitas lembaga pengawasan dan penguatan koordinasi antar instansi diperlukan untuk menciptakan sistem pendidikan yang lebih adil dan transparan.

Kata Kunci: Ombudsman, Kinerja, PPDB, maladministrasi, Pendidikan, Kota Jambi