

ABSTRACT

MARINDAH RAUDHA TULJANAH, 01011711275 "The Role of the Ombudsman in Public Services for Regional Drinking Water Companies (PDAM) in Ternate City" Supervised by Nam Rumkel and Yahya Yunus.

This study aims, firstly, to determine the role of the Ombudsman on the public services of Regional Water Supply Company PDAMs in Ternate City, and secondly to determine the factors that influence the public services of Regional Drinking Water Companies in Ternate City. The research conducted by the author is using the type of normative legal research,

The results of the research on the formulation of the first problem, the Ombudsman's role in the public services of PDAM Ternate City is to receive reports/complaints from the public regarding the problem of drinking water that is not smooth, follow up on reports/complaints by calling the PDAM of Ternate City to ask for accountability and solutions to problems that arise. happens in the field.

The results of the research on the second problem formulation, regarding the factors that affect the public service of PDAM Ternate City on the distribution of drinking water are, the limited water availability factor, the factor of the villages located in the highlands and causing the water to be not smooth and other factors. The point is that the distribution of drinking water must be done on a per-kelurahan basis so that everyone gets drinking water in rotation because of the limited availability of water.

Keywords: The Role of the Ombudsman-To Public Services PDAM