

THE EFFECTIVENESS OF THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA REPRESENTATIVES OF THE PROVINCE OF LAMPUNG IN COMPLETING REPORTS REGARDING THE DISTRIBUTION OF SOCIAL ASSISTANCE FOR COMMUNITIES AFFECTED BY THE COVID-19 NATIONAL DISASTER IN LAMPUNG.

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Abstract

This research discusses the Effectiveness of the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung in Completing Reports Regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province. With the formulation of the problem 1) How is the Effectiveness of the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung in Completing Reports Regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province? 2) What were the inhibiting factors experienced and the efforts made by the Ombudsman of the Republic of Indonesia representatives of the province of Lampung in completing the report? The conclusions of this study are 1) Completion of reports related to the distribution of social assistance to communities affected by the Covid-19 national disaster in Lampung Province carried out by the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung is quite effective but not maximized, this is because the settlement regulatory mechanism is only based on in the Circular that has differences with the Ombudsman Regulations of the Republic of Indonesia 2) The main obstacle to the completion of public reports experienced by the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung is the issuance of the Circular of the Chairman of the Ombudsman of the Republic of Indonesia which overrides higher Regulations, and efforts made to overcome obstacles The Head of the Ombudsman Representative of the Republic of Indonesia, Lampung Province, took another policy in the form of continuing to use several

Kata kunci:

**Covid-19; Ombudsman RI;
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requirements stipulated in the Ombudsman Regulation of the Republic of Indonesia.

Abstrak

Penelitian ini membahas tentang Efektivitas Ombudsman Republik Indonesia Perwakilan Provinsi Lampung Dalam Penyelesaian Laporan Terkait Penyaluran Bantuan Sosial Bagi Masyarakat Terdampak Bencana Nasional Covid-19 di Provinsi Lampung. Dengan rumusan masalah 1) Bagaimana Efektivitas Ombudsman Republik Indonesia Perwakilan Provinsi Lampung Dalam Penyelesaian Laporan Terkait Penyaluran Bantuan Sosial Bagi Masyarakat Terdampak Bencana Nasional Covid-19 di Provinsi Lampung? 2) Apa Faktor Penghambat Yang Dialami Dan Upaya Yang Dilakukan Oleh Ombudsman Republik Indonesia Perwakilan Provinsi Lampung Dalam Menyelesaikan Laporan? Kesimpulan dari penelitian ini adalah 1) Penyelesaian laporan terkait dengan penyaluran bantuan sosial bagi masyarakat yang terdampak bencana nasional Covid-19 di Provinsi Lampung yang dilakukan oleh Ombudsman Republik Indonesia Perwakilan Provinsi Lampung sudah cukup efektif tetapi belum maksimal, hal tersebut dikarenakan mekanisme pengaturan penyelesaiannya hanya berdasarkan pada Surat Edaran yang terdapat perbedaan dengan Peraturan Ombudsman Republik Indonesia 2) Faktor penghambat utama Penyelesaian laporan masyarakat yang dialami oleh Ombudsman Republik Indonesia Perwakilan Provinsi Lampung adalah dikeluarkannya Surat Edaran Ketua Ombudsman Republik Indonesia yang mengesampingkan Peraturan yang lebih tinggi, dan upaya yang dilakukan untuk mengatasi hambatan tersebut Kepala Perwakilan Ombudsman Republik Indonesia Provinsi Lampung mengambil kebijakan lagi berupa tetap menggunakan beberapa persyaratan yang diatur dalam Peraturan Ombudsman Republik Indonesia

INTRODUCTION

At the beginning of 2020, the entire countries in the world were disturbed by the Corona Virus Disease-19 (hereinafter referred to as Covid-19). The virus has suffered million victims in all over the world. The corona virus first appeared in China in 2019 and then spread uncontrollably to more than 150 countries. The covid-19 itself is a new type of virus that has only been recognized by the world. The spread of Covid-19 in the world tends to increase all the time and has caused casualties and material losses which have had very fatal consequences on the social, economic and welfare aspects of the community. Joko Widodo, the president of Indonesia, announced directly at the Presidential Palace that there were 2 (two) Indonesian citizens who had contracted Covid-19 on March 2, 2020. Previously, on January 21, 2020, Thailand announced the first time that its citizens had contracted Covid-19, then followed by Singapore on January 23, 2020 announced the first case of Covid-19.

Considering the very rapid spread of Covid-19 around the world, on March 11, 2020, the World Health Organization (WHO) declared Covid-19 a pandemic, because at that time Covid-19 had infected more than one hundred thousand people over the world, spread across 118 (one hundred and eighteen) Country. Indonesia itself, as one of the biggest citizens in the, through Presidential Decree No. 12 of 2020, declared Covid-19 as a national disaster world on April 13, 2020. One way to reduce the number of spread of Covid-19 in Indonesia, the government issued a policy in the form of Large-Scale Social Restrictions (hereinafter referred to as "PSBB") as regulated in Government Regulation Number 21 of 2020 concerning Large-Scale Social Restrictions in the Context of Accelerated Handling of Corona Virus Disease 2019 (Covid-19). As a result of the policies related to PSBB and other government policies such as the policy of dismissing schools and the policy for work from home (WFH), the number of poor people increased. According to a report from Abdul Latif Jameel Poverty Action Lab Southeast Asia, it is stated that many businesses have started to show a decline in income which has resulted in many workers experiencing layoffs (layoffs), this has resulted in the number of unemployed in Indonesia increasing. The daily worker loses his livelihood, the seller loses his customer. In addition, the Micro, Small and Medium Enterprises (MSME) are starting to lose buyers or consumers. The Minister of Finance of the Republic of Indonesia, Sri Mulyani, stated that the economic crisis caused by Covid was more than the economic crisis in 1998.

The Indonesian government assumed that after considering the increase in the number of poor people it will have a major economic impact, the Indonesian government then creates a program in the form of ministration to the poor with the aim of minimizing the economic and social impact that occurs in society. The ministrations are in the form of:

- Social direct cash ministration sourced from the Village Fund based on the Regulation of the Minister of Villages and Development of Disadvantaged Areas and Transmigration Number 6 of 2020 concerning Amendments to the Regulation of the Minister of Villages, Development of Disadvantaged Areas and Transmigration Number 11 of 2019 concerning Priority for Using Village Funds in 2020

- Social ministrations in the form of basic foodstuffs for Jakarta, Bogor, Depok, Tangerang and Bekasi areas based on the Decree of the Minister of Social Affairs of the Republic of Indonesia Number 54 / HUK / 2020 concerning the Implementation of Basic Food Social Assistance and Social Cash Assistance in Handling the Impact of Corona Virus Disease 2019 (Covid19);
- Cash social ministrations for all regions of Indonesia outside the Jakarta, Bogor, Depok, Tangerang and Bekasi areas based on the Decree of the Minister of Social Affairs of the Republic of Indonesia Number 54 / HUK / 2020 concerning the Implementation of Basic Food Social Assistance and Social Cash Assistance in Handling the Impact of Corona Virus Disease 2019 (Covid19);
- The Program Harapan Keluarga (PKH), Indonesian conditional cash transfer program, which has been conducted as a regular program, however the government increased the number of participants based on Law number 40 of 2004 concerning the National Social Security System;
- The Pre-Employment Card Program, which is a regular program, based on Presidential Regulation Number 36 of 2020 concerning Job Competency Development through the Pre-Employment Card Program;
- Electricity subsidies for household consumers with 450 VA and 900 VA power, based on the Decree of the Minister of Energy and Mineral Resources Number 139K / 26 / MEM / 2020 concerning the Determination of Discounts for Consumer Electricity Rates for PT Perusahaan Listrik Negara (Persero) in the Context of Facing the Impact of Corona Virus Disease 2019 (Covid-19).

The definition of Public Services based on Article 1 number 1 of Law Number 25 of 2009 concerning Public Services (hereinafter referred to as "Law 25/2009") are activities or a part of activities in order to fulfill the need for services in accordance with statutory regulations for every citizen and resident for goods, services and / or administrative services provided by public service providers. Meanwhile, according to Lijan Poltak Sinambela, public service is the fulfillment of wants and needs by state administrators or a series of activities in order to fulfill the need for services in accordance with statutory regulations for every citizen and resident for goods, services or administrative services provided by public service providers. In addition, according to Lijan Poltak Sinambela public service is the fulfillment of wants and needs by state administrators.

So that based on the above definitions, it can be concluded that the provision of social assistance by the government during this pandemic period is one form of public services provided by the government to its citizens.

Considering this government policy uses the state and / or regional revenue and expenditure budget, then based on the meaning of Article 1 number 1 of Law 37 2008, the Ombudsman of the Republic of Indonesia has the authority to supervise the provision of social assistance carried out by the government during the Covid-19 pandemic. The government hopes that the assistance as mentioned above can help the poor to survive during the Covid-19 pandemic. However, in its implementation, especially in Lampung province, there are several problems as follows: Social assistance is not well targeted, because many people are actually well off financially but get help; Many of the poor are not recorded in the Integrated Social Welfare Data (DTKS), while government assistance comes from the

DTKS; Many of the poor are already present in DTKS, but do not receive assistance; Multiple data on beneficiaries; and Several other problems. Seeing the problems related to assistance during the Covid-19 pandemic, the Ombudsman of the Republic of Indonesia as a public service supervisory agency based on the Circular of the Chairman of the Ombudsman of the Republic of Indonesia Number 23 of 2020 made the Covid-19 Online Complaint Post for Communities Affected by the Covid-19 National Disaster in all existing Representatives in Indonesia. The purpose and objective of the issuance of this circular is that this policy from the government involves a very large budget and its allocation must be right on target, time and effective for the people who really need it. So this Circular Letter serves as a guide in monitoring government service policies for the community by open an online complaint channel to report suspected maladministration in its implementation. With the opening of this post, the Ombudsman of the Republic of Indonesia is expected to have complete data related to public service problems during the Covid-19 pandemic.

Formulation of the problem

Therefore, based on these things the writer wants to know how the effectiveness of the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung in Completing Reports Regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province with the following problem formulations: First, How is the Effectiveness of the Ombudsman of the Republic of Indonesia Lampung Provincial Representatives In Completing Reports Regarding Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province? Second, What were the inhibiting factors experienced and the efforts made by the Ombudsman of the Republic of Indonesia Representative of the Province of Lampung in completing reports related to the distribution of Social Assistance to people affected by the Covid-19 National Disaster in Lampung Province?

RESEARCH METHODS

This research used a combination of a normative juridical approach and an empirical approach. The normative approach is an approach that is carried out through library research or document study by examining and studying the norms or norms, rules, legislation in force, and literature related to the problem under study. Meanwhile, empirical research is research conducted on existing data in the field, both primary and secondary data. The research is conducted at the Ombudsman of the Republic of Indonesia Representative of the Province of Lampung. The data in this study will include 2 (two) types, namely primary data and secondary data. Primary data is collected through field research, namely by the method of observation and in-depth interviews with reference to the interview guide. The authors will collect secondary data by means of literature study, which includes books, journals, relevant research results, relevant legal regulations. The author used primary legal materials such as the 1945 Constitution of the Republic of Indonesia, Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia, Law Number 25 of 2009 concerning Public Services, Law Number 2 of 2020 concerning Stipulation of Regulations Government in lieu of Law of the Republic of Indonesia Number

1 of 2020 concerning State Financial Policy and Financial System Stability for Handling the Corona Virus Disease 2019 (Covid-19) Pandemic and / or in the Context of Facing Threats That Endanger the National Economy and / or Financial System Stability and regulations other derivatives. The author also used secondary legal materials to provide an explanation of primary legal materials obtained from articles, journals. In order to clarify the completeness of information on primary and secondary legal materials, such as dictionaries, the author used tertiary legal materials. Interviewed interviewees were the Head of the Ombudsman Representative of the Republic of Indonesia, Lampung Province, Head of Report Check Assistant and Members of the Covid-19 Online Report Receipt Command Post Team.

DISCUSSIONS

The Effectiveness of the Ombudsman of the Republic of Indonesia Representatives of Lampung Province in Completing Reports Regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province;

During the reign of President K.H. Abdurrahman Wahid based on Presidential Decree No. 44 of 2000, the Ombudsman Institute was first established in Indonesia on March 10, 2000 under the name of the National Ombudsman Commission. The establishment of the Ombudsman Institute itself actually was initiated since the era of President B.J. Habibie. After the reformation of the President at that time, namely B.J. Habibie felt the need to create a good government and good state administration; it was proven by the assignment of Ms. CFG. Sunaryati Hartono to conduct a comparative study of the Ombudsman institution to several European countries in January 1999 based on the Letter of the Bureau of Foreign Technical Cooperation NO. KL.07031 UMPL1086 dated January 26, 1999. The result of the comparative study is an article entitled "Comparative Study of National Ombudsman in the Netherlands, Sweden, Denmark, England and Spain.

However, during the reign of President B.J. Habibie ombudsman institution has not been formed, this is due to the reign of President B.J. Habibie was short only from 1998 to 1999 and at that time the condition of the Indonesian state was in a period of recovery after the 1998 monetary crisis, so there were many things that the government had to think about at that time but the initial foundations for the Ombudsman came from the reign of President B.J. Habibie.

The formation of the Ombudsman Institute began with the pioneering work of President B.J. Habibie who later during the reign of President K.H. Abdurrahman Wahid the National Ombudsman Commission was formed until in 2008 the Ombudsman of the Republic of Indonesia was formed through Law 37 of 2008, the formation of the Republican Ombudsman is one of the results of legal politics in Indonesia.

The author has conducted an interview with Nur Rakhman Yusuf, S.Sos, Head of the Ombudsman Representative of the Republic of Indonesia, Lampung Province on November 23, 2020, Dodik Hermanto, SH, MH, Head of Report Check Assistant on November 20 and Atika Mutiara Oktakevina, SIP, MH, Team Member Covid-19 Online Complaints Post on November 12, 2020 with the authors summarizing the results are as follows:

- The mechanism for receiving and completing reports that apply to the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung is regulated in Law 37/2008 in conjunction with PO 26/2017 in conjunction with Chairman Decree 63/2017 with the following elaboration:

Stage in the PVL

- Team The team receives public reports by coming directly, email, telp, website or WA Complaints;
- The team carries out formal and material verification;
- If it is still lacking, additional data will be asked;
- Reporters who do not provide additional data are deemed to have revoked the report;
- In the verification of the report, it will be seen whether it is authorized or not, if not, a letter will be sent to the reporter;
- If you enter into authority, it will be followed by a report delegation meeting to the examination team.

Stage in the Inspection Team

- After the report delegation meeting, the team compiled a letter for the commencement of examination and conduct document checks;
- If there are documents that need to be added again, the team asked for additional data;
- If this is enough, the team requested clarification either in writing or in person;
- In addition to requests for clarification, the team can also request further clarification, field checks, summons, mediation, or consolidation to complete reports;
- After the report is declared complete, an Audit Result Final Report is prepared which contains:
 - The report did not find maladministration;
 - The report found maladministration, but the substance has been resolved by the Reported Party;
 - The report found maladministration and there was corrective action;
 - For reports that contain corrective action, monitoring will be carried out, if monitoring is not carried out then the report will be forwarded to the team at the Ombudsman Republik Indonesia in Jakarta

Stage at the Center

Reports on which corrective action are not taken will be issued Recommendations. That in relation to the completion of reports related to the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster, the Chairman of the Ombudsman of the Republic of Indonesia took a policy through Circular Number 23 of 2020 which basically regulates:

- The Ombudsman of the Republic of Indonesia establishes and appoints an Online Complaint Incident center Team at the Central and all representatives;
- Receiving online reports via WhatsApp or email asking the reporter to fill in the spreadsheet link <https://bit.ly/covid19ombudsman>;

- The whistleblower must complete with a photocopy of ID card and fill out the complaint form and several supporting documents contained in the link;
- The incident center team will look at the requirements of the reporter if they do not meet the requirements will be rejected;
- If they meet the requirements, the incident center team will send these documents to the contact points of each agency which are reported through the online channel;
- Then the incident center team monitors and provides the results to the Reporting Party.
- The total number of Ombudsman employees of the Republic of Indonesia Representatives of Lampung currently is only 19 (nineteen) with a total of from receiving the initial report to the completion of the report, a total of only 8 (eight) people covering 15 (fifteen) city regencies and 1 (one) Province. Especially for reports related to social assistance during the Covid-19 pandemic, there were only 2 (two) people;
- The total number of reports submitted to the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung up to 23 November 2020 is 141 (one hundred forty one) for reports and 245 (two hundred forty five) for consultations based on Simple 3.0. which is an integrated system for the entire Ombudsman of the Republic of Indonesia as well as 78 (seventy eight) reports for special reports that are received at the Covid-19 Online Complaints post where all special reports in the post team have been completed;
- The completion of reports through this special mechanism is faster because reporters do not need to simply come online and the incident center team can also ask for answers online to the contact persons. However, the incident center team could not examine the report in depth regarding this report;
- The mechanism for completing this report is quite effective but not yet optimal, on the grounds that the number of assistants who received until completion of the special social assistance reports during the Covid-19 pandemic was only 2 (two) people and could complete 78 (seventy eight) reports that were received, but in the settlement it is better to use a mechanism that has been regulated in the Ombudsman Regulation instead of using a Circular because that is a new mechanism that is quite hindering with few people and quite a lot of reports but uses a new mechanism that is not in line with the above regulations.

The word effectiveness comes from the root word effective which comes from the English loanword effective which means successful or something that is done successfully. Based on the Big Indonesian Dictionary online, effective is something that has an effect (consequently, its effect, its impression), can bring results, is successful (about business, action), or comes into effect (regarding a law or regulation). For its own effectiveness based on the Big Indonesian Dictionary online means that he is given the task to monitor.

According to Barda Nawawi Arif, effectiveness means "effectiveness" of the effect or effect of success, or efficacy / efficacy. Based on the foregoing, the author concludes that Effectiveness is a

condition in which an agency can be said to be effective in carrying out its duties if the agency has achieved the goals or objectives that have been set at the beginning, besides that the task can have an effect or influence in accordance with the objectives or targets that have been set. In accordance with the definition of effectiveness above, if it is related to the law, then the effectiveness of the law according to the author is the suitability between the enforcement of law or a statutory regulation and its implementation. A regulation made by the competent authority (can be the legislative or executive) is not necessarily what is needed by the community. If the regulation is not in accordance with the needs of the community, then the regulation cannot be applied or can be interpreted as ineffective. It is also possible that the regulations made cannot be applied because the authorized party does not exercise their authority according to the regulation.

According to Soerjono Soekanto, the effectiveness of the law itself is that the effectiveness of a law can be viewed from several factors. There are 5 (five) factors, namely:

1. The legal factor itself, which in Soerjono Soekanto's writing is limited to law only;
2. Law Enforcement Factors, namely the parties who form or implement the law;
3. Facility factors or facilities that support law enforcement;
4. Community Factors, namely the environment in which the law applies or is applied; and
5. Cultural factors, namely as a result of work, creativity and taste based on human initiative in social life.

According to Lawrence M. Friedman regarding the Legal System, namely the role of law as a means of social control can be seen when the law is projected to create change in society, that as a legal system of the social system, the law includes 3 (three) components, namely:

- **Legal structure** is the frame or frame, the part that remains enduring, the part which gives a kind of shape and boundary to the whole. In terms of Completion of Reports Regarding Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province, this structure is an employee in the Ombudsman of the Republic of Indonesia who performs the task of receiving, verifying and completing the report. Based on the description above, the writer will conduct an analysis based on each part, first of all related to the Legal Structure, in this case, are employees at Ombudsman Republic of Indonesia Representatives of Lampung Province. Based on the data that the authors obtained, the total number of employees was only 19 (nineteen) with 12 (twelve) functional employees divided by 3 (three) people for the Report Receipt and Verification section, 6 (six) people for report examination. and 4 (four) people for the prevention department. More specifically, there are 2 (two) assistants assigned by the Chairman of the Ombudsman of the Republic of Indonesia to complete a total of 78 (seventy eight) reports related to the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster.
- **Legal substance**

The substance in this case is the Ombudsman Regulation of the Republic of Indonesia Number 26 of 2017 concerning Procedures for Receiving, Examining, and Completing Reports and Circular of the Chairman of the Ombudsman of the Republic of Indonesia Number 23 of 2020 concerning the Covid-19 Online Complaint Center for Communities Affected by the Covid-19 National Disaster. This

regulation is a regulation issued by the Chairman of the Ombudsman of the Republic of Indonesia in Completion of Reports Regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster. in this case the Ombudsman of the Republic of Indonesia basically has a mechanism related to the completion of incoming reports as regulated in the Ombudsman Regulation of the Republic of Indonesia Number 26 of 2017. However, the Chairman of the Ombudsman of the Republic of Indonesia issued special rules as stipulated in a Circular which regulates specific rules related to report completion. related to the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster. In implementing this settlement as will be discussed later in the next sub, there are actually obstacles where the main obstacle is the issuance of the Circular of the Chairman of the Ombudsman of the Republic of Indonesia Number 23 of 2020 concerning the Covid-19 Online Complaint Post for Communities Affected by the Covid-19 National Disaster. This Circular Letter regulates a report settlement mechanism which is quite different from that stipulated in Regulation Ombudsman, whereas basically a circular itself is not a statutory regulation (regeling) nor a state administrative decision (beschikking), while the Ombudsman Regulation of the Republic of Indonesia is a statutory law because it has a mandate or delegation from Law Number 37 of 2008 concerning Ombudsman of the Republic of Indonesia. The Chairman of the Ombudsman of the Republic of Indonesia should not need to issue a circular because there are already regulations governing the report settlement mechanism.

- **Legal culture**

The legal culture here is closely related to the knowledge of the Covid-19 Online Complaint Post Team in completing incoming reports related to the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster. according to the results of research and interviews with the Chief Representative of the Ombudsman of the Republic of Indonesia, Lampung Province, the Covid-19 Online Complaints Post in Lampung province has carried out its duties according to the existing mechanism, this is because the culture that is built in the Ombudsman of the Republic of Indonesia upholds the value of integrity in carrying out its duties. Based on the results of the above research, according to the author, in the completion of reports related to the distribution of social assistance to people affected by the Covid-19 national disaster in Lampung Province, which was carried out by the Ombudsman of the Republic of Indonesia, the Representative of the Province of Lampung, was quite effective but not yet optimal, this is due to the regulatory mechanism for the settlement. only based on a Circular, where there are differences with the Ombudsman Regulation of the Republic of Indonesia which regulates the mechanisms for receiving up to the completion of public reports submitted to the Ombudsman of the Republic of Indonesia. Inhibiting Factors Experienced and Efforts Made by Ombudsman of the Republic of Indonesia Representatives of Lampung Province in Completing the Report.

Based on the results of the research by interviewing some informants namely Nur Rakhman Yusuf, S.Sos, November 23, 2020, Dodik Hermanto, S.H., M.H., November 20 and Atika Mutiara Oktakevina, S.I.P., M.H., November 12, 2020 with the results of the authors summarized as follows:

- Inhibiting factors experienced by the Ombudsman of the Republic of Indonesia Representatives of Lampung Province in Completing Reports;
 - The procedures for acceptance and settlement set out in a Circular are very different from those stipulated in the Ombudsman Regulations, such as:
 - In the Ombudsman Regulation the reporter should first complain to the relevant agency, whereas in a circular letter there is no need to ask the Reported Party;
 - In the Ombudsman Regulation it can actually be done without complaining first and put in the RCO category and inputted in the Ombudsman system (Simple 3.0.), But in SE it is not inputted in simple 3.0 but in a separate spreadsheet;
 - The technical procedure for a reporter can be via WhatsApp, coming in person, email, telephone but in a circular letter must be through a google link, thus making it difficult for the reporter to make a report and for the officer to explain; In completing the report, only through a contact person and the Ombudsman does not carry out a more detailed examination unlike what is stipulated in the Ombudsman Regulation regarding report examination;
 - The total number of assistants at Ombudsman is only 12 (twelve) people, while they must cover the entire Lampung province and for the Covid-19 report there are only 2 (two) people with details of the distribution of 1 (one) for acceptance and verification and 1 (one) person for report completion. These 2 (two) assistants completed a total of 78 (seventy eight) reports related to the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in Lampung Province;
 - The community in villages does not want to ask the officials in the village or village where they live, such as the head of the RT, RW or the local major
 - Most local governments, both regencies / cities in Lampung province, have not / haven't updated their DTKS (Integrated social welfare) data;
 - Most of the local governments, both regencies / cities in Lampung province, do not know with certainty the data collection mechanism and determine the recipients of covid assistance;
- Efforts made by the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung Related to the Constraints Faced in Completing the Report
 - Regarding the absence of a mechanism in the leaflet to ask the relevant agencies first, a policy was taken at the Lampung Representative by keeping at least asking the RT or local village head so that there would be no intimidation in the area where the Reporting lived by observing the conditions in the field and maintaining the Ombudsman in partial handle reports;

- If the Reporting Party refusing to ask questions, a policy was taken to reject the report and record it in a report spreadsheet related to Covid-19 Social Assistance;
- For other mechanisms that are not regulated in a Circular Letter regarding implementation procedures, they are equated with the Ombudsman Quick Response mechanism as regulated in Ombudsman Regulation Number 26 Year 2017,
- With the reporting through the google link and the community in distress, the report receiving team helps to input the link if the reporter is in trouble Whereas in the completion of public reports regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster in its implementation,

There are several inhibiting factors where the main factor that becomes the obstacle is the issuance of a Circular of the Chief Ombudsman of the Republic of Indonesia which overrides a higher Regulation, on the basis of this. The Ombudsman Representative of the Republic of Indonesia, Lampung Province, took another policy in the form of continuing to use several requirements stipulated in the Ombudsman Regulation of the Republic of Indonesia, such as asking the Reporting Party to ask at least the Head of RT / RW or Lurah / Village Head where the reporter lives, then using the RCO mechanism as regulated in the Ombudsman Regulation as well as helping confused people fill in the google link so that they can still report to the Ombudsman. The policy taken by the Chairperson of the Ombudsman of the Republic of Indonesia and the Chief Representative of the Ombudsman of the Republic of Indonesia, Lampung Province is basically one of the public policies, such as the theory put forward by Thomas R. Dye which basically states "Is whatever government choose to or to do", namely everything. or whatever the government chooses to do or not do. The Chairman of the Ombudsman of the Republic of Indonesia basically does not need to issue a Circular because there is already an Ombudsman Regulation which regulates the acceptance up to the completion of the report, but the Ombudsman Chairperson still issues a Circular. Likewise with the Head of the Ombudsman Representative of the Republic of Indonesia, Lampung Province, who basically only had to follow the orders from the Chairman of the Ombudsman through a Circular, but saw the obstacles experienced in completing reports related to the distribution of social assistance for Communities Affected by the Covid-19 National Disaster later. adopt a policy of using a circular letter by referring to and using the Ombudsman Regulations.

CONCLUSION

Based on the results of the research and discussion, the following conclusions can be drawn:

- The completion of reports related to the distribution of social assistance to people affected by the national Covid-19 disaster in Lampung Province by the Ombudsman of the Republic of Indonesia, the Representative of the Province of Lampung, is quite effective but not optimal, this is because the settlement regulatory mechanism is only based on a circular which has differences with The Ombudsman Regulation of the Republic of Indonesia which regulates the

mechanisms for receiving up to the completion of public reports that are submitted to the Ombudsman of the Republic of Indonesia;

- The main inhibiting factor for the completion of public reports regarding the Distribution of Social Assistance for Communities Affected by the Covid-19 National Disaster experienced by the Ombudsman of the Republic of Indonesia, the Representative of the Province of Lampung, was the issuance of a Circular of the Chairman of the Ombudsman of the Republic of Indonesia which overruled higher Regulations, and the efforts made to overcome these obstacles. The Head of the Ombudsman Representative of the Republic of Indonesia, Lampung Province, took another policy in the form of continuing to use some of the requirements stipulated in the Ombudsman Regulation of the Republic of Indonesia, such as asking the Reporting Party to ask at least the Head of RT / RW or Lurah / Village Head where the reporter lives, then using the RCO mechanism as regulated in the Ombudsman Regulation as well as helping confused people fill in the google link so that they can still report to the Ombudsman.

Based on the research and discussion in the previous chapter, the author would like to make the following suggestions:

- For the Chairperson of the Ombudsman of the Republic of Indonesia, if he issues a Circular Letter related to Acceptance to Completion of the Report, it must still be guided by the Ombudsman Regulation of the Republic of Indonesia Number 26 of 2017 concerning Procedures for Receiving, Examining, and Completing Reports, so as not to become confused in field application by all offices Representatives in Indonesia;
- The Ombudsman of the Republic of Indonesia should immediately propose an increase in the number of employees, especially in the Ombudsman of the Republic of Indonesia Representatives of the Province of Lampung because the number of 12 (twelve) functional assistants is not proportional to the area of Lampung Province so that supervision of public services can be maximized.
- For all local governments, both districts / cities in the province of Lampung, they should regularly conduct training and increase the capacity of their employees so that they can find out the mechanism for providing social assistance and periodically updating DTKS data which is a source of data collection and determination of social assistance recipients. general and during the Covid-19 pandemic.

Notary may be liable because of torts. In case, the Notary is proven to have committed torts, he/she is liable for all losses arising from the existence of a deed. The liability for the losses does not abolish the crime against the Notary. Apart from that, there are also sanctions given by INI (the Indonesian Notary Association). Yet, the applicability of the sanctions cannot precede the Court's decision. In case, the torts arise because one of the parties and / or the parties' conducts, then the Notary is free from any liabilities since he/she has complied with the Notary Law when making a deed. The liabilities of notaries as government officials can be divided into civil, criminal, occupational and ethical liability.

Efforts have been made in preventing torts committed by a Notary when making a deed. The efforts consist of a disclosure of information from the notary and the parties, clarification of documents by the Notary to authorized agency, legal awareness from the Notary and the parties, the efforts and roles of *Ikatan Notaris Indonesia/INI* (the Indonesian Notary Association) in monitoring, supervising and imposing sanctions on Notaries in order to carry out their duties based on the Notary Law and the Notary Code of Ethics.

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