



Fwd: [PJ] Journal Registration

Dari: **Dwi Edi Wibowo** <naufalwibowo.2016@gmail.com>
Date: Jum, 15 Okt 2023, 21.39
Subject: [PJ] Submission Acknowledgement
To: Iza Rumesten <izarumesten@fh.unsri.ac.id>

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Iza Rumesten

You have now been registered as a user with Pena Justisia: Media Komunikasi dan Kajian Hukum. We have included your username and password in this email, which are needed for all work with this journal through its website. At any point, you can ask to be removed from the journal's list of users by contacting me.

Username: Iza2104
Password: fakultashukum2104

Thank you,
Dwi Edi Wibowo

Pena Justisia: Media Komunikasi dan Kajian Hukum
Faculty of Law, Pekalongan University
<http://jurnal.unikal.ac.id/index.php/hk>

Iza Rumesten <izarumesten@fh.unsri.ac.id>

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Iza Rumesten

Thank you for submitting the manuscript, "Indonesian Ombudsman: Strengthening Role in Improving the Quality of Public Services" to Pena Justisia: Media Komunikasi dan Kajian Hukum. With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

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Username: iza2104

If you have any questions, please contact me. Thank you for considering this journal as a venue for your work.

Dwi Edi Wibowo

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Faculty of Law, Pekalongan University

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[PJ] Editor Decision

Dari: **Dwi Edi Wibowo** <naufalwibowo.2016@gmail.com>
Date: Sen, 8 Jan 2024, 09.49
Subject: [PJ] Editor Decision
To: Iza Rumesten <izarumesten@fh.unsri.ac.id>

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Zamroni Abdussamad:

We have reached a decision regarding your submission to Pena Justisia: Media Komunikasi dan Kajian Hukum, "Knitting Legislative Meaning: A Review of Disability Education Policy in the Law on the National Education System and Disabilities".

Our decision is to:"Revision Required"

Edi Wibowo
Faculty of Law Pekalongan University
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We have reached a decision regarding your submission to Pena Justisia: Media Komunikasi dan Kajian Hukum, "Knitting Legislative Meaning: A Review of Disability Education Policy in the Law on the National Education System and Disabilities".

Our decision is to:"Accept Submisson"

Edi Wibowo
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Pena Justisia: Media Komunikasi dan Kajian Hukum
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INDONESIAN OMBUDSMAN: STRENGTHENING ROLE IN IMPROVING THE QUALITY OF PUBLIC SERVICES

Taqwa Taqwa, Amzulian Rifai, Nashriana Nashriana, Iza Rumesten RS

ABSTRACT

When residents have issues with a government agency, they may resort to the impartial Ombudsman. This research looks at how the Indonesian Ombudsman has affected service quality there. This research aims to clarify the need for an Ombudsman in the fight against bad administration and to propose reforms to the legislation that would give them more authority. This research blends a normative judicial approach with a descriptive analytic technique. This research shows that the Indonesian Ombudsman has the potential to become a powerful advocate for improving the quality of government services and protecting people's rights against infringement by the state. The Ombudsman in Indonesia can do a better job of sustaining good governance and guaranteeing justice in the provision of public services if given the sufficient resources and support from the government and society, as well as the required legal framework.

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