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OMBUDSMAN SUPERVISION OF THE IMPLEMENTATION OF HIGH SCHOOL PPDB: AN EMPIRICAL STUDY IN PALEMBANG CITY

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carried out by education organizers. It is also concluded that the role of the Ombudsman's recommendations is not legally binding, which can be implemented, but can also not be implemented.

Keyword: Maladministration, Penerimaan Peserta Didik Baru (PPDB) and Ombudsman

Abstract

This research examines the maladministration actions of the Penerimaan Peserta Didik Baru (PPDB) carried out by education organizers, namely the Palembang City Education and Culture Office together with the 2024 New Learner Admission Organizing Committee and the school. This research uses descriptive research methods that use a qualitative approach and data collection methods through literature review by comparing problems from several journals. The results of the research we found that maladministration actions in the PPDB of high schools in Palembang in 2024 clearly contradict the principles of good governance. In resolving this case, the ombudsman proposed four recommendations to deal with the problem of Penerimaan Peserta Didik Baru (PPDB)

1. Introduction

New Student Admissions (PPDB) is a form of public service provided by education providers, namely the Palembang City Education and Culture Office, together with the 2024 New Student Admissions Implementation Committee and schools. This implementation aligns with the provisions of Article 31, paragraphs (1) to (5) of the 1945 Constitution, which regulates the rights and obligations of Indonesian citizens to obtain education, the government's responsibility for providing basic education, managing the education system, and allocating national education funds.

The Indonesian Ombudsman is a state institution authorized to oversee the provision of public services. Article 7, letter g, of Law Number 37 of 2008 concerning the Ombudsman of the Republic of Indonesia states that one of the Ombudsman's duties is to prevent maladministration in the provision of public services. The Ombudsman was established specifically to anticipate, address, and minimize administrative irregularities in various public service sectors, including education.

Every year, the New Student Admissions (PPDB) process draws attention because it is often marred by various problems, such as a lack of transparency in selection and allegations of fraudulent practices. As a state institution tasked with overseeing the provision of public services, the Ombudsman plays a strategic role in ensuring the principles of fairness, transparency, and accountability in the educational process, including the PPDB process. The Ombudsman's role in education is twofold: preventing maladministration in education and conducting audits in education. The Ombudsman performs two roles in education: preventing maladministration in schools and conducting audits in schools. These roles are based on the Ombudsman's duties as outlined in Article 7 of Law Number 37 of 2008. The first aspect involves

preventing maladministration in education, and the second is receiving and examining reports of maladministration in education (Fadila & Magriasti, 2022).

A study by Pratiwi and Layang (2018) found numerous reports or complaints from the public regarding alleged violations in the new student admissions process. The study found that the use of fictitious achievement certificates and falsified documents were not permitted in non-academic admissions at several schools in Denpasar City. Furthermore, according to research conducted by Lestari et al. (2023), Regional Apparatus Organizations (OPD) had the highest rate of maladministration violations, particularly within the Makassar City Education Office, with 22 reports. Next came the Makassar City Social Service, with 13 reports. Maladministration violations also occurred in the New Student Admissions (PPDB) service system. Sugiarto et al. (2024) found several types of maladministration in the PPDB implementation, including unexplained delays, suboptimal service, and unfair abuse of power.

Each region in Indonesia has an Ombudsman institution that handles maladministration cases. One such institution is the South Sumatra Representative Office of the Republic of Indonesia Ombudsman, which is responsible for overseeing public services in South Sumatra. The South Sumatra Ombudsman received public reports regarding alleged violations during the 2024 PPDB selection process. Due to the increasing number of reports, the Ombudsman believes the maladministration is very serious and has widespread implications, thus deciding to conduct an IAPS. This situation prompted the South Sumatra Representative of the Republic of Indonesia Ombudsman to actively intervene to monitor and resolve issues to ensure the PPDB process runs according to the principles of fair and

transparent public service.

2. Literature Review

The term "supervision" is often referred to as "control." The General Indonesian Dictionary defines the word "control" as "supervision," "examination," and "controlling" as "overseeing." Manullang defines "supervision as a process of determining what work has been carried out, evaluating it, and correcting it if necessary, with the aim of ensuring that the work is carried out according to the original plan."

According to Siagian, "Supervision is all activities to ensure and guarantee that work is carried out according to established plans, outlined policies, and given instructions for implementing the plan. Supervision must measure what has been achieved, evaluate implementation, and take corrective actions and adjustments as deemed necessary."

From the above opinion, it can be concluded that supervision is an activity that must be carried out to assess and determine whether an activity is carried out in accordance with established procedures. Supervision is a crucial action to identify errors or deviations within an organization. Supervision is also an important duty and responsibility of a leader, so that if errors occur, corrective action can be taken immediately so that the organization can run effectively and efficiently again.

3. Methodology

This research is a descriptive study using a qualitative approach and data collection through a literature review. This study was conducted through journals, books, previous research, and other secondary data related to the topic of maladministration. The literature review was used to understand the research variables based on previous research and to identify previous research that would be used as material for further study

(Murphy, D., Merritt, W., & Gibbons, 2013). This method was chosen because it allowed researchers to gain an in-depth understanding of the information gathered from various sources and provided a strong theoretical foundation to support comprehensive analysis and understanding. The qualitative approach in the literature review was used to synthesize the results of qualitative descriptive research. This method of synthesizing qualitative research results is called meta-synthesis, a data integration technique that aims to obtain new theories or concepts with a deeper and more comprehensive level of understanding.

The qualitative approach in the literature review was used to synthesize (summarize) the results of qualitative descriptive research. The method of synthesizing (summarizing) the results of qualitative research is called meta-synthesis, a technique for integrating data to obtain new theories or concepts or a deeper and more comprehensive level of understanding (Perry & Hammond, 2002).

4. Results and Discussion

Forms of Educational Maladministration in the 2024 New Student Admissions Process in Palembang

According to Article 1 Paragraph 3 of Law Number 37 of 2008, maladministration is behavior or actions that exceed the law, exceed authority, or use authority for purposes other than those intended by that authority, including negligence or neglect of legal obligations in the administration of the state and government that cause harm to the public or individuals. Every action and policy of a public official, particularly the new student admissions committee, is considered maladministration if carried out intentionally or unintentionally due to negligence that does not comply with administrative regulations and ethics.

Based on findings by the South Sumatra Ombudsman, there are indications of maladministration in the 2024 New Student Admissions (PPDB) achievement selection process in Palembang, where hundreds of students were accepted into public high schools through methods that violated procedures. This finding is based on the Audit Result Report (LHP), which revealed alleged violations in the 2024 New Student Admissions (PPDB) process in Palembang. Furthermore, the Ombudsman found discrepancies between the cumulative scores verified by schools and the results displayed in the online PPDB system on ppdbsumsel.com. A total of 911 students from 22 public high schools in Palembang were declared successful after the Ombudsman summarized and obtained CPDB scores, even though they should not have passed. Furthermore, the Education Office found direct interference with schools in determining CPDB pass rates in almost all schools.

This maladministration in the 2024 high school PPDB in Palembang clearly contradicts the principles of good governance, particularly transparency, accountability, responsibility, and honesty. Good governance theory dictates that the decision-making process must be open, accountable, and fair, without manipulation or interference that harms other parties. Intervention in determining pass rates without an objective basis reflects a lack of accountability. These PPDB violations not only harm students who should have passed but also undermine the values of good governance, such as accountability and responsibility, which are the pillars of providing public services, including in education. The discrepancies in graduation data and the interference of educational authorities in determining the PPDB results indicate a violation of these principles, which should guarantee integrity and public trust in the provision of educational services.

The Role of the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office in Addressing Education Maladministration

Maladministration can lead to legal consequences, particularly in the context of the 2024 New Student Admissions (PPDB) in Palembang City. These legal consequences are related to the regulation of the Minister of Education and Culture Regulation (Permendikbud) Number 1 of 2021 concerning Technical Guidelines for New Student Admissions in Kindergarten, Elementary School, Junior High School, Senior High School, and Vocational High School. This regulation aims to ensure that new student admissions are conducted objectively, transparently, accountably, and non-discriminatory. In research conducted by (Febrianti et al., 2024), maladministration that often occurs in the context of PPDB includes various problems, including discriminatory acts against prospective students, and abuse of authority such as corrupt or nepotistic practices, such as accepting bribes by certain individuals without considering the qualifications of prospective new students.

In this context, the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office, as an external supervisor, plays a crucial role in ensuring that the maladministration practices that occurred in the PPDB case, specifically in Palembang City, can be followed up and recommendations can be made to promote accountability, transparency, and fairness in the education system.

Previously, the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office, received several public reports regarding alleged violations in the 2024 PPDB selection process. As the number of reports increased, the Ombudsman assessed that the alleged maladministration had a significant impact. Based on this, it decided to conduct an investigative audit

on its own initiative (IAPS). The results of this audit were then outlined in an Audit Result Report (LHP) and have been officially submitted, covering findings on the PPDB process at the public high school level in Palembang City.

Based on an investigation conducted by the Ombudsman of the Republic of Indonesia's South Sumatra Province Representative Office, several documents revealed discrepancies between the cumulative scores verified by the schools for high-achieving applicants and the announcements made via the ppdbsumsel.com app. According to information from the Ombudsman's official website, ombudsman.go.id, several violations were uncovered in the New Student Admissions (PPDB) process for high school students in Palembang. One glaring finding was the presence of students who had never registered but were declared successful.

According to a statement from the Head of the Ombudsman of the South Sumatra Province Representative Office, M. Adrian Agustiansyah, quoted on the official Ombudsman website, his office had inspected 22 public high schools in Palembang. Adrian claimed to have found potential maladministration at SMA Negeri 1, SMA Negeri 3, SMA Negeri 5, SMA Negeri 6, SMA Negeri 17, SMA Negeri 18, and others.

In this regard, the Indonesian Ombudsman proposed four main recommendations in response to the PPBD case. These recommendations include:

First, the Acting Governor of South Sumatra, through the Head of the Provincial Education Office, is expected, in accordance with his authority, to cancel or re-evaluate the results of the online PPDB achievement pathway selection process for all public high schools in Palembang City for the 2024/2025 academic year.

Second, the principals of public high schools throughout Palembang City are requested to assign

new students to the achievement pathway based on the decision of the teacher council meeting chaired by the principal. This decision should be based on the cumulative score ranking of all verified achievement components. If there are similarities in scores, priority will be determined based on the distance from the prospective student's residence to the target school.

Third, the principal is required to communicate the results of the achievement pathway selection process, for both those accepted and those rejected, in an open and accountable manner. This information must include the total cumulative score of each prospective student and be widely disseminated through various media such as school bulletin boards, the school's official website, social media, and the official PPDB Sumsel application at ppdbsumsel.com.

Fourth, the Acting Governor of South Sumatra, as the superior of the reported parties, was asked to conduct a review of alleged maladministration practices within the Provincial Education Office. This evaluation should include examining the position of the Acting Head of the Office and the PPDB (School Admissions) implementation committee, involving the Inspectorate as the government's internal supervisor (APIP). This step also includes imposing sanctions commensurate with the severity of the violations, as stipulated in applicable regulations.

Citing information from the official website of the Indonesian Ombudsman, it has been reported that the Acting Governor of South Sumatra has responded to the recommendation in point four by imposing sanctions and written warnings on employees deemed to have committed misconduct. However, the sanctions imposed are deemed inadequate to the severity of the violations.

In this case, the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office, only has a role in monitoring and preventing maladministration. Regarding recommendations, particularly regarding sanctions, implementation rests entirely with the relevant agencies. In other words, the implementation of sanctions based on the Ombudsman's recommendations is not legally binding. They can be implemented or not. This is because the Ombudsman does not have the authority to directly intervene in the disciplinary process against public officials. Nevertheless, the Ombudsman always strives to ensure that its recommendations serve as a reference for improving public service governance going forward. The Ombudsman consistently strives to ensure that these recommendations are taken seriously to ensure accountability, transparency, and adherence to the principles of good governance. Then in the context of good governance, the role held by the Ombudsman of the Republic of Indonesia Representative of South Sumatra Province has been in accordance with the principles of good governance as formulated by the World Bank, (1992) as quoted in (Kharisma, 2014) where these principles include transparency, accountability, rule of law, responsiveness, participation, consensus oriented, equity and inclusiveness, as well as effectiveness and efficiency. This can be seen through the implementation of the supervisory function of public service agencies and the delivery of recommendations given by the Ombudsman of the Republic of Indonesia Representative of South Sumatra Province. Which also contributes to ensuring that public administration practices run in accordance with applicable legal provisions and ethical standards in line with the principles of good governance.

5. Conclusion

Maladministrative actions in the 2024 New Student Admissions (PPDB) process in Palembang City have violated the basic principles of good governance, particularly transparency, accountability, responsibility, and honesty. Practices such as document falsification, data discrepancies, and intervention by education authorities reflect abuse of authority and weak integrity in public education services.

In response to these issues, the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office, has optimally carried out its role as an external supervisor by conducting investigative audits, compiling an Audit Result Report (LHP), and providing four key recommendations to improve PPDB governance. However, because the Ombudsman's recommendations are not legally binding, their effectiveness depends heavily on the commitment and political will of the executive branch, particularly the Provincial Government and the Education Office. Overall, the role of the Ombudsman of the Republic of Indonesia, South Sumatra Province Representative Office, is aligned with the principles of good governance. However, to create a more transparent and fair education system, it is necessary to strengthen internal oversight mechanisms, impose strict sanctions against violations, and have consistency from all related parties to uphold the values of integrity and ethics in governance.

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