

## **ABSTRACT**

### **ORGANIZATIONAL AND FUNCTIONAL ANALYSIS OF THE TURKEY REPUBLIC OMBUDSMAN INSTITUTION**

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The main task of the state is to provide the best public services to their citizens. This essential task is carried out by state authorities concerned and served to the public by them. Sometimes citizens' complaints are concerned while fulfilling these services offered. Despite the fact that there are many state institutions to solve the problem of citizens regarding the government, today satisfactory results still have not been obtained.

The Ombudsman audit is also a complementary control systems first established in Sweden to resolve disputes between the administration and individuals. The Ombudsman is an inspection system that listen the individuals' complaints and check the relevant authorities by initiating the investigation when needed. The Ombudsman that protect individuals from administrations' applications that create arbitrary deprivation of rights almost plays a justice advocate role in its advised decisions. It is spread rapidly in time starting from the Scandinavian countries due to successes in solving problems.

In the first part of this study that we performed an organizational and functional analysis of Ombudsman, it is focused on the public, audit and the development of public control and its types. In the second part of our study the Ombudsman institutions of six important countries were examined after citing works of literature about it. In the last part of our study the topic such as “why the Ombudsman institution in Turkey is needed, what kind of work is done, how its organizational system is and what its functional status is” are included.

**KEYWORDS:** Public, Audit, Ombudsman, State