

**THE PERFORMANCE OF INFORMATION AND COMPLAINTS
SERVICE UNIT (UPIK) TO IMPROVE THE QUALITY OF
RESPONSIVENESS PUBLIC COMPLAINTS BASED ON
E-GOVERNMENT 2016**

UNDERGRADUATE THESIS

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I state that this thesis is an original work and never been proposed for any bachelor degree in any other universities except Universitas Muhammadiyah Yogyakarta. The content of the work has not been published before, beside the findings or opinions of other researchers that cited and mentioned on the references. Furthermore, if there are other parties who feel harmed with this work and attempted to report it, I will be responsible and overcome the consequences.

Yogyakarta, 19 December 2017

Diaz Ayu Hapsari Putri

MOTTO

“The best sword that you have is a limitless patience”

DEDICATION PAGE

Bismillahirrohmanirrohim. All praise belongs to Allah SWT for all his guidance and mercy so that has been providing health, strength, smoothness, and patience so the author able to finish Undergraduate thesis. This undergraduate thesis would not be finished without the support from my parents, my family, my bestfriend and all of my friends during having the undergraduate thesis and campus life. The author's also would like to give big appreciation goes to:

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ABSTRACT

E-government is an innovation to make better governance in order to achieve more effectively in public service. One of which form of e government in Yogyakarta is UPIK. Unit Pelayanan Informasi dan Keluhan (UPIK-Unit of Information and Complaint Services) is the media to receive and respond the public information or input which related to the implementation of governance and public services in Yogyakarta City. UPIK had considered successful as the form of public services innovation and was received nicely by the public as their tool to express their aspiration. This study is to assess the responsiveness of Government of Yogyakarta City based on its speed, accuracy, clarity and follow-up in UPIK services. The problem of mechanism/system, human resources as well as the supporting facilities of UPIK services are also examined. Using interview method and qualitative analysis on the survey result conducted by CPPS UGM in 2016, this study found the weak responsiveness of Government of Yogyakarta City to respond the public complaint, especially on the follow-up action. Cross-sectoral and cross-level government complaints had no follow-up.

Keywords: UPIK, E-government, responsiveness.