

ENDORSEMENT PAGE

This undergraduate thesis entitled :

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

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Time : 13.30 – 14.30

BOARD OF EXAMINER

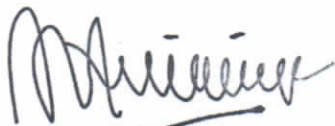
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