

## **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.**