

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

Based on the research that researchers did in viewing The Performance of Information and Complaints Service Unit (UPIK) to Improve The Quality of Responsiveness of Public Complaints based on E-government, there is a conclusion as follows:

1. Performance UPIK admin can be considered good by the operator as a direct party. First, the length of time admin UPIK continue message from community to operator UPIK assessed have good enough and according to existing procedure, that is 1x24 hours. Second, the UPIK admin is considered good in determining the priority scale of message content. Thirdly, UPIK admin is considered to be very helpful to operators who have difficulty when operating UPIK services.
2. UPIK operators are important actors in responding to public information or complaints. But so far there are no employees who specifically handle it. UPIK operators are also not employees who are in strategic decision-making positions. Both of these affect the speed and accuracy of the SKPD or work unit response in response to information and complaints of the community.
3. UPIK service mechanism can not monitor follow-up done by each SKPD or work unit. Public Relations and Information section, in this case UPIK

admin, only know whether the information and complaint of society have been responded or answered by SKPD/related work unit, but not until follow up.

4. From year to year UPIK users have decreased, the ease of filing complaints directly to the service hotline of each SKPD enables complaints of the community more quickly responded rather than using the UPIK system.

4.2 Suggestion

1. Public Relations and Information Section need to give sanction to SKPD or Unit Work which still unresponsive in responding or follow up complaints or enter through Service Unit of Information and Complaint (UPIK) related to public service.
2. It is necessary that the Regulations governing the follow-up coordination team, so that the Head of SKPD or Unit of Work can increase the responsibility in responding to complaints through UPIK.
3. Institutions need stronger regulation so that the Public Relations and Information Section can be granted greater authority, not limited to the container or container for complaints from the public. But it has more power, not just lip service.
4. Government Yogyakarta City need the latest innovations that are more effective and make it easier for people to channel complaints and information.