

Abstract

This study evaluates and explores the implementation of the Information and Communication Service Unit (UPIK) in handling community complaints through the Jogja Smart Services (JSS) application, which is rarely studied. By far, previous research only discussed the implementation of the Information and Communication Service Unit (UPIK) in general, which incidentally does not examine the shifting of UPIK into an Electronic-Based Service System (e-government). This study uses a semi-structured qualitative research approach to evaluate the implemented policy. This article evaluates the policy implementation of e-government services according to William Dunn's six policy evaluation criteria: effectiveness, efficiency, responsiveness, adequacy, equity, and appropriateness. It is found that although the Communication and Information Unit (UPIK) has implemented the e-government system as a means of accessible public service, the desired results have not been maximized. The evaluation results of the implementation of the UPIK through JSS are as follows: (1). Government responsiveness in responding to community complaints still exceeds the response time limit, and some still need to be answered; (2). Lack of adequate human resources and training in Yogyakarta's Information Communication and Encryption Office can result in inadequate service delivery; (3). Online complaint services through JSS have yet to be integrated with related agencies or other e-government applications in Yogyakarta; (4) The online complaints service in Jogja Smart Service (JSS) has proven effective and efficient in handling complaints and suggestions submitted by the community.

Keywords: *policy evaluation, community complaint, UPIK*