

## **Pembaharuan Pelayanan Pengaduan**

*Studi Kasus Penerapan Pelayanan Pengaduan Daring Lapor Sleman  
Pemerintah Daerah Kabupaten Sleman*

**Disusun Guna Memenuhi Persyaratan Mencapai  
Derajat (S-1)**

**Dosen Pembimbing:  
Azifah Retno Astrina, S.I.P., M.P.S.**

### **SKRIPSI**



**Disusun oleh:**

**Rahmat Kuswanto**

**16/394647/SP/27253**

**DEPARTEMEN POLITIK DAN PEMERINTAHAN**

**FAKULTAS ILMU SOSIAL DAN POLITIK**

**UNIVERSITAS GADJAH MADA**

**2021**

## **Complaint Service Reform**

*Case Study on the Implementation of “Lapor Sleman” Online Complaint Service  
Government of Sleman Regency*

Submitted to fulfil requirement to hold a bachelor degree in political science in  
Departement Politics and Government, Faculty of Social and Politics Sciences,  
Universitas Gadjah Mada

**Thesis Adviser:**

**Azifah Retno Astrina, S.I.P., M.P.S.**



**Written by :**

**Rahmat Kuswanto**

**16/394647/SP/27253**

**DEPARTEMENT OF POLITICS DAN GOVERNMENT**

**FACULTY OF SOCIAL AND POLITICAL SCIENCES**

**UNIVESITAS GADJAH MADA**

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