

## **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:  
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### **SKRIPSI**



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**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:**

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