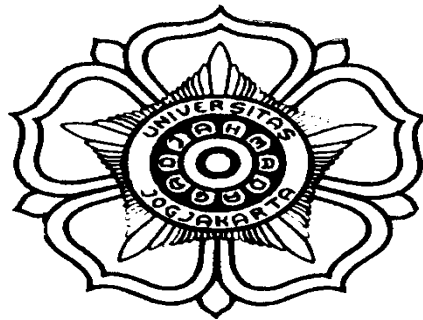


THESIS

**SMS AND WEB-BASED E-GOVERNMENT MODEL
CASE STUDY: CITIZENS COMPLAINTS MANAGEMENT SYSTEM AT
DISTRICT OF GIHOSHA –BURUNDI**

**MODEL E-GOVERNMENT BERBASIS SMS DAN WEB
STUDI KASUS: SISTEM PENGELOLAAN KELUHAN WARGA NEGARA
DI DISTRICT GIHOSHA, BURUNDI**



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