

**IMPLEMENTATION OF *SI WARGA PATEHAN* AS A TOOL OF PUBLIC
SERVICES IN PATEHAN URBAN VILLAGE, KRATON SUBDISTRICT,
SPECIAL REGION OF YOGYAKARTA**

UNDERGRADUATE THESIS



WRITTEN BY:

**VINGKI INDAH RAHMAWATI
20160520219**

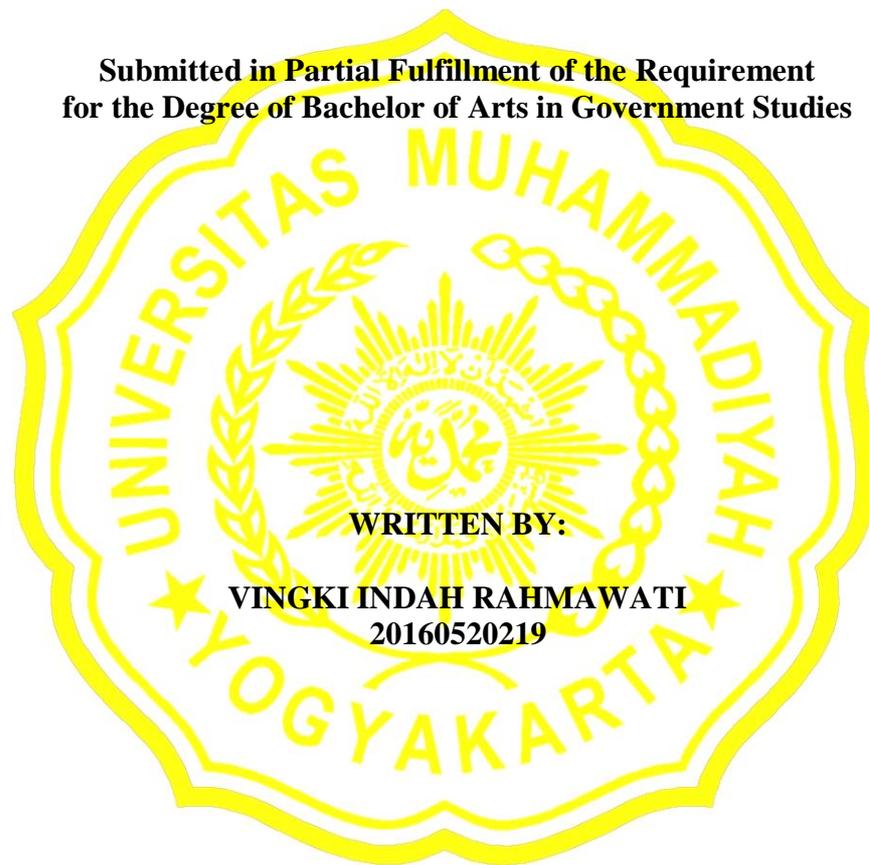
**INTERNATIONAL PROGRAM OF GOVERNMENT
AFFAIRS AND ADMINISTRATION
FACULTY OF SOCIAL AND POLITICAL SCIENCE
UNIVERSITAS MUHAMMADIYAH YOGYAKARTA**

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**Submitted in Partial Fulfillment of the Requirement
for the Degree of Bachelor of Arts in Government Studies**



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2020

VALIDATION PAGE

This undergraduate thesis entitled:

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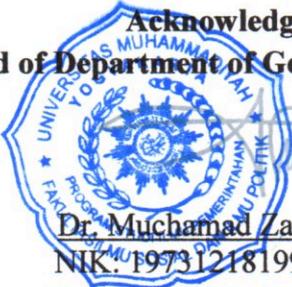
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Stating that this thesis is the result of my own work and all sources cited or referred to have been stated correctly. I have cited sources of information from other sources in the text using the applicable rules. If in the future, my work is proven of plagiarism / copying the work of others then I am willing to accept sanctions for these actions.

Yogyakarta, May 13, 2020
Writer



Vingki Indah Rahmawati

MOTTO

“Do not weaken and do not grieve, and you will be superior if you are true believers.”

(Q.S. Ali’Imran:139)

“An educated person must learn to act justly, beginning, first of all, with his thoughts, then later in his deeds. That is what it means to be educated”

(Pramoedya Ananta Toer)

“Your degree is just a piece of paper, your education is seen in your behavior”

And

“A journey without mistake is a wasted life”

DEDICATION PAGE

Alhamdulillah praising the presence of Allah SWT & Prophet Muhammad SAW so that the author can finish this thesis with all the assistance, support & prayers of many people. This thesis I present to:

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PREFACE

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ABSTRACT

This research is based on a new perspective to improve the public services, supported with information technology which makes the people innovate to create the websites for the service process. Citizen Information System (SI Warga) is a form of e-service in the Patehan Urban Village, Kraton Subdistrict, Yogyakarta City. The research objective is to learn how the implementation of SI Warga Patehan as a tool of public service in the village and what factors are supporting and hindering the implementation. The research method used was qualitative research and the variable used the theory of Van Metter and Van Horn. From the results of this study, findings indicate of the implementation of the SI Warga Patehan less running optimally due to constraints no regulative in the policy of Standard Operating Procedure and it affects in the other variable.

Keywords: Implementation, E-Service, Citizens Information System.