**ABSTRAK**

Pelaksanaan pelayanan yang diberikan Dinas Kependudukan dan Pencatatan Sipil Kota Singkawang menghadapi beberapa permasalahan dalam pelaksanaannya antara lain banyak pasangan suami istri yang menikah siri tidak melaporkan kelahiran anaknya kepada Dinas Kependudukan dan Pencatatan Sipil, mereka tidak sadar akan pentingnya sebuah akta kelahiran bagi anak mereka, serta sosialisasi yang kurang dari dinas terkait.

 Adapun tujuan penulisan ini adalah untuk mengetahui dan menganalisis efektivitas pelayanan penerbitan akta kelahiran bagi anak hasil pernikahan siri di Dinas Kependudukan dan Pencatatan Sipil Kota Singkawang, faktor yang menghambat Dinas Kependudukan dan Pencatatan Sipil Kota Singkawang dalam pelayanan penerbitan akta kelahiran serta upaya yang dilakukan untuk mengatasinya. Untuk meneliti hal tersebut penulis menggunakan alat analisis teori efektifitas menurut Gibson dan steers (2005:107).Penelitian ini menggunakan metode penelitian deskriptif dengan pendekatan induktif. Data dikumpulkan melalui teknik observasi, dokumentasi, dan wawancara. Analisis data dilakukan dengan menggunakan reduksi data*.*

Berdasarkan hasil penelitian tersebut, penulis dapat menyimpulkan kurangnya pegawai, sosialisasi, masyarkat yang apatis serta kurangnya sarana dan prasarana sehingga pelayanan penerbitan akta kelahiran masih belum efektif. Adapun beberapa saran dari penulis kepada Dinas Kependudukan dan Pencatatan Sipil Kota Singkawang agar memperhatikan kembali aspek-aspek yang dapat meningkatkan efektivitas pelayanan seperti peningkatan jumlah pegawai, sosialisasi kepada pegawai maupun masyarakat serta meningkatkan sarana dan prasarana.

Kata Kunci: Akta Kelahiran, Anak Hasil Perniakahan Siri, Reduksi Data, Pelayanan, Efektivitas.

***ABSTRACT***

*Implementation of the services provided by the Office of Population and Civil Registration facing some problems in its implementation, among others, many couples who unregistered marriage and have children but do not report the birth to the authorities, they are not aware of the importance of a birth certificate for their children, as well as the socialization that is less than the associated service.*

*The purpose of this research was to determine and analyze effectiveness of birth registration services for children from unregistered marriage in the Department of Population and Civil Registration in Singkawang City, a factor that inhibits the Department of Population and Civil Registration in the service of making a birth certificate as well as any efforts made to overcome them. To examine this case the author uses an analysis tool from a theoretical perspective that the effectiveness of the theory according to Gibson and steers(2005:107).This reseach was using descriptive research method with inductive approach. The data was collected through observation technique, documentation, and reviewing informan.Data analysis was performed using reduction all of data.*

*Based on these results, the authors conclude the lack of employees, socialization and lack of facilities and infrastructure so that the service of making a birth certificate is still not fully effective. As for some advice from the author to the Department of Population and Civil Registration in Singkawang to pay attention to back aspects that can improve the effectiveness of services such as an increase in the number of employees, dissemination to the employees and the community and improve the facilities and infrastructure.*

*Keywords: Birth Certificate, children from unregistered marriage, Reduction of data, Service, Effectiveness.*