**ABSTRACT**

The author gives the title SERVICE CERTIFICATE OF DEATH IN THE DEPARTMENT OF POPULATION AND CIVIL REGISTRATION OF KUPANG CITY EAST NUSA TENGGARA PROVINCE was triggered by a number of people who do not have a death certificate because of a lack of socialization related agencies about the importance of the death certificate and the distance is quite far to the creators of the death certificate to the location of the agency.

The method used in this research is descriptive method with inductive approach. The scope of this study is limited to the factor of the low percentage of ownership of the death certificate and the efforts of the Department of Civil Registration Kupang City to overcome these problems. The data collection techniques used were interviews, documentation and observation.

From the results obtained by observation and study factors that cause low percentage of ownership of the death certificate Kupang City community is the lack of socialization as well as a considerable distance to the Office of Population and Civil registration of Kupang City.

Deemed appropriate solution is to conduct an intensive socialization for people in Kupang on the importance of making a death certificate as well as facilitate access to Civil Registration office. Suggestions from the results of the study authors for Civil Registration Kupang City in order to improve services by providing socialization of the death certificate.

**Keywords** : Services, Death Certificate