**ABSTRACT**

Services provided Department of Population and Civil Registration Palu facing some problems in its implementation, among others, the majority of couples who do not report the marriage to the Department of Population and Civil Registration. They are more memetingkan customary marriage or perform a wedding reception in the family and relatives, unawareness of the importance of a marriage certificate, as well as inadequate information dissemination of relevant agencies, the lack of comfort due to the infrastructure that is considered less, and lack of personnel clerks.

The purpose of this paper is to determine and analyze the marriage certificate issuance services in the Department of Population and Civil Registration Palu, factors that hinder the Office of Civil registration Kepepndudkan and Palu in the service of making a marriage certificate as well as the efforts made to overcome them. To investigate the authors using analytical tools from the perspective of normative that Administrative Reform Decree No. 25 of 2004 on General guidelines for preparation of Community Satisfaction Index Service Unit Government Agencies, dekskriptif quantitative research with an inductive approach. Data were collected through observation, documentation, and interviews.

Based on these results, the authors conclude the lack of employees, dissemination of the agency as well as the lack of facilities and infrastructure so that the service of making the manufacture of a marriage certificate is still not effective. As for some advice from the author to the Department of Population and Civil Registration Palu to pay attention back in those aspects that can improve services such as an increase in the number of employees, dissemination to the public and to improve the facilities and infrastructure.