***ABSTRACT***

*Population growth does not offset the high service, it was proven that the existence of a complaint against the Department of Population and Civil Registrartion Sanggau Regency in the manufacture of the marriage certificate. In the present study, the researchers wanted to know how the marriage certificate of administrative sevices in the Department of Population and Civil Registration Sanggau. So I lifted the title* ***“Services of Making Marriage Certificate in the Department of Population and Civil Registration Sanggau Regency West Kalimantan Province”****. Formulation of the problem is the focus of the study authors is how the ministry of Population and Civil Registration Sanggau Regency in the making the marriage certificate and barriers as well as efforts to improve the service of making marriage certificate.*

*Implementation of public services is one of the main tasks of all government agencies. Each agency must be competent and excel in providing services to the public. The succes of any institution in carrying out public services can be seen from the level of satisfaction of the people who have been listed in the Decree of the Minister of state for Administrative Reform Number 63 of 2003 on the General Guidelines of Public Services. Based on this background, this study focused on the problem in in the services of making marriage certificate in the Department of Population and Civil Registration Sanggau Regency. There are some problems in the service marriage certificate in the Department of Population and Civil Registration Sanggau Regency in the form of a lack of human resources, lack of infrastructure, not optimal standard of service provided to the community as well as the lack of public care in the manufacture of the marriage certificate.*

*This study used an qualitative methods data collection with an inductive approach. Collecting data using observation, documentation, interviews. Based on the research results of the service provided by the Department of Population and Civil Registration Sanggau Regency still not up, a problem that occurs on Marriage Certificate services in this Department as a barrier to the effectiveness and efficiency of the implementation of activities. In this case the researchers recommended that the Department of Population and Civil Registration Sanggau Regency to add more manpower so as to provide the best service to the people, facilities and infrastructure, as well as providing public education on the importance of making administrative documents.*

***Keyword : Service, Marriage Certificate***