***ABSTRACT***

*Hoax information dissemination has been very widespread everywhere, this could certainly affect the level of public confidence in the government. Therefore the government of Palembang City issued a Decree of Palembang Mayor number 265 of 2017 about the Community Information Group (KIM) program. The final report that the author made is about "The role of Head of Communications and Information Office in the Implementation of Community Information Group (KIM) Program in Palembang City of South Sumatera Province" Aimed to know and analyze the role of Head of Communications and Information Office of Palembang City.*

*The research method used in this research was qualitative descriptive with inductive approach. Data collection techniques were observation, interview and documentation. Data reduction techniques as a framework for analyzing existing problems in the field. The result of the research shows that the role of Head of Department as the head of program implementer of Community Information Group (KIM) was good enough but there were still obstacles such as minimal budget to run the program, lack of qualified human resources and very lack of motivation members in running this program.*

*Efforts were made to overcome the obstacles by optimizing existing budgets, cooperating with non-binding outsiders, conducting technical guidance on members and socialization to the community and planning to provide welfare money to members of the Community Information Group (KIM). The author's suggestion was the procurement of socialization for the community and technical guidance to the members needed to be done intensively with qualified informants, prioritizing cooperation with outsiders, providing additional members motivation by distributing member uniforms.*

*Key words : The role of Head Office, The Implementation of Community Information Group (KIM) Program*