*ABSTRACT*

*This research report entitled "The effectiveness of death certificate creation of in Population and Civil Registration Office of Palembang, South Sumatera." aims to know the obstacles during the process of producing death certificate in Palembang and to find out what efforts that could be implemented to solve them.*

*This research uses qualitative research method with inductive approach. The data presented in this research was collected by conducting interview session while the sample is processed using data reduction technique.*

*The result indicates the level of effectiveness in the process of creating death certificate in Population and Civil Registration Office of Palembang is not effective. There are several obstacles found such as the lack of awareness of the local community to inform their death member, the lack of awareness of the mourning family to get the death certificate as mandated in UU No 23/ 2014, the lack of readiness of the officer in processing the certificate, and the insufficiency of facilities and infrastructure for the production of the death certificate.*

*Author would recommend the government to encourage their community in getting death certificate by socializing the importance of it. The government has to inform them that the process is free of charge, and to provide reward for the reporting parties in return of their information of those who died in their community and to cooperate with the existing public and private hospitals in providing data of those who died in the hospital regularly. He also believes that the reporting parties should be punished if they do not report the deaths in their community. Lastly, the government should also improve the facilities and infrastructures to support the operational activities of the officers, such as operational cars that help them in visiting public gathering points in Palembang.*

*Keywords: Effectiveness, Death Certificate, the Population and Civil Registration Office of Palembang.*