***ABSTRACT***

*This research was conducted in the framework of preparation of Final Report which became one of the requirements to complete the Diploma IV education program at the Institute of Home Affair with the title "* ***HANDLING COMPLAINT OF IMPORTANT EVENTS AND POPULATION IN THE CENTRAL MAGELANG CENTRAL JAVA PROVINCE****". This research is conducted to understand and know the process and efforts (strategy) of Department of Population and Civil Registration in giving Handling Complaint of Important Events and Population in Magelang City, Central Java Province. Further data and information will be processed, analyzed and interpreted so that it can representated the Handling Complaints Important Events and Population in the City of Magelang.*

*In this final report the authors use descriptive qualitative research method with inductive approach and using data collection techniques in the form of interviews, observation and documentation to describe the state of the object of research based on facts in the field that aims to find facts and data, analyzed by data reduction, data verification and withdrawal conclusions and SWOT analysis along with litmus test to provide a more up-to-date solution.*

*Based on the research conducted, the writer can see the Office of Population and Civil Registration of Magelang City in Handling Complaints of Important Events and Population is good enough, especially in terms of commitment of head of department and its members. However, the authors found that the Coordination conducted by the Complaints Handling Team still encountered many obstacles such as internal and external coordination.*

*Based on the results of the analysis the authors suggest the need to build good communication, improving the performance and quality of human resources employees, intensively socialize to the public, rt / rw and lurah, and Completing infrastructure funding facilities that support the Handling of Complaints of Important Events and Population.*

*Keywords: Complaint handling, important events, population events*