**ABSTRACT**

Making a family card is the most important thing in every family. Based on the law number 24 in 2013 about administration of population on chapter 61, verse 5, explains that family card is used as one of the basic publications of identity card. In addition, family card can be used for other administration such as health insurance. The service of publishing family card has done nicely in the population and civil registration agency, but the results have not met the target because of some problems that happen. Therefore, this research has a title **“THE SERVICE OF FAMILY CARD AT THE POPULATION AND CIVIL REGISTRATION AGENCY OF JAYAPURA REGENCY, PAPUA PROVINCE”.**

In this research, the method that the writer use is descriptive method with inductive approach which is the research method by describing the object of the research. The object of the research is focusing on the present facts that appear in general. The tehnik of the collecting data that the writer use are Observations, Interview and Documentation. The tehnik of analysis that is used are Data reduction, Data Presentation and Conclusion

According to the results of the observation, the writer concluded that the service of publishing family card has done nicely at the population and civil registration agency office, but there are several factors that stop the process of service. Several efforts have been done such as giving socialization to the community about the importance of Family Card, providing the mobile services (shuttle ball) to the people who are domiciled away from the office. The other effort has been done is by making methods and innovations by utilizing the existing facilities to maximize the service of publishing family card with the number of existing employees to be given training for operating the supporting devices for publishing Family Card at the Population and Civil Registration Agency of Jayapura Regency.

From the analysis, the writer gives some advices to the population and civil registration agency of Jayapura regency to improve the service such as improvement of the ability to recognize any lacks of the community in the Family Card service. The supervision to every employee should be careful and thorough for providing socialization and mobile service (shuttle ball) to the public. The addition of employees and the quality improvement of each employee and strive for facilities that support the better service.