***ABSTRACT***

*Identity is something that can be used to identify teak in the importance of special civil registration in the birth certificate and is caused by the question that the individual himself does not know the answer . Therefore, the authors are interested iniconducting researchiwith theititle* ***“SERVICE BIRTH CERTIFICATE IN DEPARTMENT POPULATION AND CIVIL REGISTRATION OF KENDARI CITY OF SOUTHEAST SULAWESI PROVINCE”.***

*Thisi researchi aimsi toi know the quality of birth certificate service for the people of kendari city iinithe Department ofiPopulation and Civil Registration of Kendari City, Southeast Sulawesi Province. In this research, the authors used a qualitative method with Fenomenologis approach.*

*Based on the results of research in the fact,, the authors obtain information that the quality of birth certificate service for the people inithe DepartmentiofiPopulation andiCiviliRegistration is not good enough. Inhibiting factors that influence are the lack of supporting facilities and infrastructure, the lack of awareness of the people in reporting birth recording, and the number of employees who are still lacking so that the service is not maximal.*

*The authors suggest to the Departmenti ofiPopulation and CiviliRegistrationiof Kendari City to beiable toipay attentionitoithe maintenance of facilities and infrastructure that supporting the service, conduct socialization directly to the people and hold evaluation meetings withithe aim to conduct coaching to employees and convey experience about the problems gained when implementing services in the field, so that it can formulated a mutually agreed solution to overcome the problem.*