***ABSTRACT***

*Research conducted by researchers at the Department of Population and Civil Registration of Bekasi Regency titled Quality Service Making Birth Certificate in Birth Section Field Service Civil Registration Office of Population and Registrar Civil of Bekasi Regency. In this study Researchers using indicators of service quality according to Zeithaml et al., Problems found by Researchers are inadequate facilities and infrastructure and the speed and timeliness of services provided.*

*The purpose of this study is to determine the quality of service Birth Certificate in the Department of Population and Civil Registration of Bekasi Regency and Factor inhibiting the quality of service of Birth Certificate in the Department of Population and Civil Registration of Bekasi Regency so that the Researcher can provide useful suggestions for the continuity of service quality improvement in Department of Population and Civil Registration of Bekasi Regency.*

*In this research, the researcher used descriptive qualitative research method with data collection technique of library study and field study with non participant observation, unstructured interview, and documentation study. Analytical techniques undertaken by the Researcher is data reduction, data presentation and conclusion.*

*Based on the result of research indicate that the quality of service of Birth Certificate in Dept. of Population and Civil Registration of Bekasi Regency is still low due to the unfulfilled element of service quality measurement proposed by Zeithaml et al namely Tangible Evidence (Tangibles), Reliability, Responsiveness, (Assurance) and Empathy (Emphaty).*

*Keywords: Quality of Service*