

## **ABSTRACT**

*This study aims to determine the management of population documents in the Department of Population and Civil Registration of Semarang City. The method used in this research is qualitative with a case study approach. The data collection technique in this study used semi-structured interviews by obtaining informants through purposive sampling, moderate participatory observation, and document study. In this study 7 informants were interviewed. The analytical method used in this research is Miles and Huberman's method of analysis. The results of the analysis show that the management of population documents in the Department of Population and Civil Registration of Semarang City is carried out by 2 (two) areas: service and civil registration, and service and population registration. Management of population documents in the field of service and civil registration includes creation and service, arrangement, sorting, storage, digitalization, maintenance and depreciation. Then the population document management in the field of service and population registration includes creation and service, arrangement, storage, maintenance and reduction. The findings obtained from the field are that the management of population documents is mostly in accordance with Permendagri number 19 of 2012. What is not in accordance with Permendagri number 19 of 2012 in the field of service and civil registration lies in the reduction activities. In the field of service and population registration lies in digitalization activities*

**Keywords:** *management of population documents; Department of Population and Civil Registration of Semarang City*