

## ABSTRACT

This study is about "Analysis of Public Satisfaction Index In Doing Re Tera In Grobogan" . In this research note (1) How do people's expectations and the reality of bureaucracy, officers, reliability and assurance in doing re tera in Grobogan (2) How Service Criteria According to KEP/25/M.PAN/2/2004 and (3) Which indicators are considered important and influential in public service.

The population used in this study were people who did tera in Grobogan are infinite in number. The samples using area probability sample. In this study Grobogan divided into 19 Districts, and each sub-district 3 shall be taken tera, so the sample size is  $19 \times 2 \times 3 = 114$ . Using data analysis techniques (1) The calculation of the ratio between reality and expectations of both, (2) Calculation Community Satisfaction Index with KEP/25/M.PAN/2/2004, (3) method of Importance Performance Analysis (IPA).

The results showed that : (1) There is a gap between people's expectations and the reality of tera services in Grobogan, (2) The respondent 's satisfaction index in conducting tera Grobogan based KEP/25/M.PAN/2/2004 Both the percentage of 71.30 % , (3) Based on the technique of Importance Performance Analysis (IPA), the indicator should be prioritized as follows: in the service procedure (X1), the ability of officers services (X6), justice get service (X8), the reasonableness of service charges (X10) and the comfort of the environment (X13).

Keywords : Service, Satisfaction, Society