

## ***ABSTRACT***

*The construction project is a series of activities that are generally short-term, dynamic, varying intensity of activities and limited funds. Companies generally strive to always be able to achieve their goals and objectives in conditions of increasingly fierce competition. In 2014 there were around 140 thousand companies (LPJKN, 2014). Republic of Indonesia Law No. 02 of 2017, states that construction implementation services are one of the activities in the economic, social, and cultural fields that have an important role in achieving various targets to support the realization of national development goals (Tumelapet al., 2014).*

*Satisfaction is a feeling of pleasure or disappointment that someone appears after comparing between his perception / impression of the performance (or results) of a product and its expectations. Job satisfaction is a function of perception / impression of performance and expectations. If performance is below expectations, the customer is not satisfied. If performance meets expectations, the customer is satisfied. If performance exceeds expectations, the customer is very satisfied (Taunay, 2013).*

*Respondents are civil servants serving in the Office of Public Works PUPR in Gresik Regency, with positions, Kadis 1 person, PPK 1 person, PPTK 3 people and Field Directors 3 people.*

*Analyzing the owner's satisfaction with the performance of road and bridge infrastructure project contractors in Gresik Regency as follows:*

*The owner of the Gresik Regency Public Works and Spatial Planning Office in the Bina Marga field was declared satisfied with the performance of the contractor, indicated in the Path Analysis with the value of the Customer Satisfaction Index (CSI) = 77.93%, there were between (66% - 80.99%).*

*While the influence of the contractor's performance on the satisfaction of the owner (Owner), as shown in the Path analysis of 0.624.*

**Keywords:** *Contractor Performance, Owner Satisfaction, Path Analysis, CSI.*