

ABSTRACT

The development of communication and information technology is developing very rapidly in the current era of globalization so that it has a direct impact on human life. Technology has provided various conveniences to its users. Technology today has become an important need in supporting daily activities in various walks of life both organizations and communities.

The One -Door Investment and Integrated Data Services Office (DPMPTSP) of Banyumas Regency as one of the departments located in the Banyumas regency that provides public services to the Banyumas community always strives to improve the quality of public services. Efforts to improve the quality of services are made by knowing the weaknesses - weaknesses of services that are still a problem for the community, this is marked by the many complaints submitted by the people of Banyumas through the public satisfaction survey form.

The application of the C4.5 algorithm at *software RapidMiner* in measuring the level of community satisfaction will produce a decision tree that can be used as a measure of the level of community satisfaction with public services. It is hoped that the results of this analysis can provide input to the Office of Investment and Integrated Services One Door (DPMPTSP) Banyumas Regency in order to improve the quality of the public service system in Banyumas Regency.

Keywords: One Door Investment and Integrated Services Office (DPMPTSP) Banyumas Regency, Community Satisfaction, C4.5, Data Mining, Rapidminer.

