

The urban flood control project as an important project in Indonesia is one of the efforts in urban flood risk mitigation, and is expected to reduce the impact of flood disasters in cities. As sustainable flood mitigation project that involves both sustainable in flood reduction and sustainable on the floodplain such as social, economic, environmental and institutional aspects, therefore flood risk mitigation through urban flood control project is should not about reducing flood only but expected to consider impacts of the project on the floodplain for achieving sustainable flood mitigation project.

This study aims to measure community satisfaction on performance or impacts of river normalization project in Bendung watershed Palembang City. 22 variables related to sustainable flood mitigation aspects are used to evaluate project performance or impacts from points of view of community satisfaction. Analysis carried out in this research using three methods, namely the community satisfaction index (CSI), gap analysis, and importance performance analysis (IPA) method.

The analysis results reveal that the customer satisfaction index (CSI) value was 69.23%, and the average score for the level of satisfaction was 3.44 (1-5 scale). Furthermore, from the IPA method, variables which are the main priority to be improved in order to increase community satisfaction, includes 4 performance variables namely; involuntary displacement, recreational place/opportunities, participation of locals, and project maintenance. Overall it can be concluded that community have been satisfied with project performances or impacts.

*Keywords:* Community Satisfaction, Urban Flood Control Project, Sustainability Aspects, Sustainable Flood Mitigation.