

ABSTRACT

This research aims to analyze the impact of competency, infrastructure, on public satisfaction at the Regional Secretariat of the Jember District. The population in this study were all employees at the Regional Secretariat of the Jember District, totaling 100 employees and all of them were used as research samples. Descriptive data analysis was used to determine the description of respondents. Validity tests and reliability tests were carried out to test whether the research questionnaire met the requirements for conducting research. Hypothesis testing is carried out to test the influence of the independent variable on the dependent variable. The results of the analysis show that competence, infrastructure commitment to public satisfaction at Regional Secretariat of the Jember District.

Keywords: Competence; Infrastructure; Public Satisfaction

