

**THE INFLUENCE OF PUBLIC SERVICE QUALITY ON SERVICE USER  
SATISFACTION (CASE STUDY IN KEBONSARI VILLAGE SUMBERSARI  
DISTRICT, JEMBER DISTRICT)**

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***ABSTRACT***

*The purpose of this study was to test and analyze the effect of public service quality on service user satisfaction in Kebonsari Village, Summersari District, Jember Regency. The method in this study used quantitative research while the data collection procedure in this study used a questionnaire using a Likert scale. Methods of data analysis and hypothesis testing used in this study are validity testing, reliability testing, classical assumption testing, simple linear regression analysis, hypothesis testing, and the coefficient of determination. The results of this study indicate that the quality of public services has a significant effect on service user satisfaction.*

***Keywords:*** *Public Service Quality, Service User Satisfaction, Kebonsari Village, Jember District*

