

**THE INFLUENCE OF SERVICE FACILITIES, SERVICE SPEED, AND  
STAFF COMPETENCE ON PUBLIC SATISFACTION IN THE SKCK  
PUBLISHING PROCESS ON POLRES PRINGSEWU**

**ABSTRACT**

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This study attempts to prove in empirically, the influence of service facilities ( $X_1$ ) service speed ( $X_2$ ), and employee competence ( $X_3$ ) on the public satisfaction ( $Y$ ) in the SKCK publishing process on Polres Pringsewu. Sample in this research is taken directly from the population of the community served in the SKCK publishing process on the Polres Pringsewu, using the slovin formula obtained a sample of 99 respondents. Methods of analysis in this study is the analysis of multiple linear regression. Analytical tools used in this research is the program SPSS Version 20. The result of this research prove that service facilities, service speed, and staff competence in partial and simultaneous have had a positive impact and significant on the public satisfaction in the SKCK publishing process on Polres Pringsewu.

Keyword: Service Facilities, Service Speed, Staff Competence, and Public Satisfaction