

ABSTRACT

This study aims to analyze the effects of physical facilities, service quality, and human resource competence on logistics facility service satisfaction among internal customers at the Head Office of the Financial Services Authority (Otoritas Jasa Keuangan), Jakarta. The study was motivated by the importance of effective logistics facility services in supporting operational activities and organizational performance.

This research employed a quantitative approach using a survey method. Data were collected through questionnaires distributed to 356 OJK employees at the Head Office as users of logistics facility services. The data were analyzed using multiple linear regression with the assistance of Statistical Package for Social Sciences (SPSS) version 25.

The descriptive analysis showed that physical facilities obtained an index score of 65.40 (moderate category), service quality 54.43 (moderate category), human resource competence 59.80 (moderate category), and service satisfaction 72.74 (high category). The hypothesis testing results indicated that physical facilities, service quality, and human resource competence had positive and significant effects on service satisfaction. Simultaneously, the three independent variables significantly affected service satisfaction with a coefficient of determination (R^2) of 0.635, indicating that 63.5% of the variation in service satisfaction could be explained by physical facilities, service quality, and human resource competence, while the remaining 36.5% was influenced by other factors outside the research model. Among the independent variables, physical facilities had the largest relative effect on service satisfaction.

The findings indicate that continuous improvements in physical facilities, service quality, and human resource competence are necessary to enhance service satisfaction among internal customers using logistics facility services at the OJK Head Office.

Keywords: *Physical Facilities, Service Quality, Human Resource Competence, Service Satisfaction, Internal Customer, SERVQUAL*