

## **ABSTRACT**

*Customer satisfaction are closely related to products or services which are sold to customer. Besides it, customer satisfaction can used as success measurement of company performance especially on services company because customer used directly that services. Customer satisfaction on services company, especially logistic services can be measured by few things, for an example service that company give to customer, time delivery and facility. This research aims to exam that correlate service quality, on-time delivery and facility to J&T Express customer satisfaction in Semarang.*

*Sample for this research are random person of 100 costumers that had used J&T Express. Sampling Technique use Purposive Sampling, processed by SPSS 23<sup>th</sup> edition that use Multiple linier analysis.*

*Result of this research show that servive quality, on-time delivery and facility has significant and positive. On-time delivery variable has a biggest effect for costumer saticfaction.*

**Keywords** *Service Quality (servqual) , On-Time Delivery (OTD) , Facility, Costumer Satisfaction*