The purposes of performing this survey, therefore, are as follows: (1) to measure the satisfaction level of outsourcing service product dealing with human resources provided by KGM, (2) to identify factors that influence service satisfaction of the users as KGM's consumers, (3) to formulate strategies for KGM in order to improve its customers' satisfaction level. Whereas both data processing and analysis were carried out by using a number of analysis that consist of: Descriptive Analysis, Penalty Reward Analysis, Diagonal (Suharjo Split) Analysis, Structural Equation Modeling (SEM) Analysis, Chi Square Interaction Detection (CHAID) Analysis. The results of the research reveal the following: (1) Based on the complain behavior, it is concluded that 36% of respondents always inform their complain to other service users or other service providers except to KGM as their service provider; whereas 64% respondents state that they only inform their complain to KGM. (2) In addition, 36% respondents point out that their level of satisfaction is high, while 64% of them is in the level of moderate (between satisfied and not satisfied). (3) In terms of attribute management, there are a number of division: Those grouped into the first and second have to be immediately improved for all service users, others are attributes to be developed for certain service users, and some others are those whose performance must be maintained. (4) Furthermore, there are several managerial implications for KGM, especially in the areas of: recruitment, human resources development, companies' system and cultural development. Suggestions that can be provided to KGM in order to improve its service qualities are: (1) to improve the quality of its human resources, (2) to build a more intensive communication with its service users, (3) to conduct regular evaluation on the quality of Specific Job Vacancy Institutions, and (4) to consider carrying out regular and extended research on service users' satisfaction by involving various companies in this outsourcing service industries.