

ABSTRACT

This research is designed to provide explain about the differences of the relationship between power-oriented-behavior and the performance of service providers, then is to trace and analyze the improvement process of public service, and to investigate the impact of peripheral service dis-quality of public service providers.

The study employs Structural Equation Modeling (SEM) using Microsoft Excel 2013, SPSS, and AMOS 18.0 softwares. Unit of analysis used in this study was dyadic, namely government officers of public services provider in the regency of Serang, the Town of Serang, and the Town of Cilegon Banten Province who give public srevices and surrounding community who utilized that service. The number of population of service provider officer were 612. This study distributed 253 questionariers to government officers tried service users. Of 232 samples, only 148 were deleared valid and reliable. The sampling was non-probabilities sampling. The study employed combined sampling technique, namely purposive sampling and convenience sampling.

From SEM the study proposed 10 hypothesis. Of the 10 hypothesis, 8 hypothesis were accepted. These include relationship between power-oriented behavior to the performance of public service providers, with explain the influence of peripheral service dis-quality in bridging the causal relationship between the power-motivated behavior to the performance of public service providers, where the influence of power-motivated behavior to peripheral service dis-quality was 0,267 with significant level 5%, and the influence of peripheral service dis-quality to performance of public service providers was -0,631 with significant level 5%. Then based on Sobel-test provide effort = -1,664, it was showed that the influence of peripheral service dis-quality was able to bridging the causal relationship between the power-motivated behavior to the performance of public service providers with significant level 10 %. It was mean that peripheral service dis-quality was able to mediated causal relationship between power-motivated behavior to performance of public service providers.

Keywords: Power-Oriented-Behavior, Power-Motivated-Behavior, Peripherals Services Dis-Quality, Performance of Public Service Providers