

Public Service Performance: A Quantified Empirical Study on The Indonesian Public Service.

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- **Abstract:** Less optimal performance of public services in Indonesia as per community satisfaction surveys prompted the conducting of this empirical study to analyze the concepts of Transactional Leadership, Transformational leadership, Perceived Organizational Support (POS) and Organizational Citizenship Behavior (OCB); how they affect performance. This study used a quantitative approach with data represented numerically. Purposive sampling to determine the population and data collection was by questionnaire then analyzed by the structural approach Equation Model (SEM) using the SmartPLS application. Findings revealed that Transactional Leadership, Transformational leadership and Perceived Organizational Support, each has a significant positive effect on performance as each attained a pvalue score of <0.05 with a t-statistic of $p > 1.96$. Organizational Citizenship Behavior moderates the influence of Transactional Leadership, Transformational leadership and Perceived Organizational Support on Performance by a p-value score of $p < 0.05$ with a t-statistic of $p > 1.96$. These empirical findings reinforce previous studies elsewhere that yielded similar results and proves that the above concepts are fully applicable in the Indonesian public service setting.
- **Keywords:** services, satisfaction, Transactional, empirical, OCB, numerically, Citizenship.