

## Hubungan antara sense of power warga dengan perceived civility terhadap petugas pelayanan publik di Jabodetabek = The relationship between citizens sense of power and perceived civility of public service officers in Jabodetabek

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### Abstrak

Penelitian ini bertujuan untuk mengetahui hubungan antara sense of power warga dengan perceived civility petugas pelayanan publik. Penelitian ini merupakan penelitian kuantitatif dengan menggunakan modifikasi alat ukur Generalized Sense of Power yang dikembangkan Anderson dan Galinsky (2005) untuk mengukur sense of power dan modifikasi alat ukur Employee Perceptions of Managerial Incivility dari Crocker (2005) untuk mengukur perceived civility petugas pelayanan publik di Jabodetabek. Partisipan penelitian berjumlah 111 warga Jabodetabek yang terdiri dari 35 laki-laki dan 77 perempuan, dan memiliki rentang usia 17-55 tahun yang pernah berurusan dengan layanan pemerintah di Jabodetabek dalam 6 bulan terakhir. Hasil penelitian menunjukkan hubungan yang signifikan dan positif ( $r = .65, p < .01$ ) antara sense of power warga dengan perceived civility petugas di Jabodetabek. Temuan terhadap sense of power warga dapat digunakan untuk memprediksi perceived civility, dan dengan itu memberikan pelayanan yang sesuai.

.....The aim of this study is to find relationship between citizens' sense of power and their perceived civility towards public service officers in Jabodetabek. This research is a quantitative research that uses a modified version of the Generalized Sense of Power scale by Anderson and Galinsky (2007) to measure sense of power and a modified version of Employee Perceptions of Managerial Incivility by Crocker (2005) to measure public service officers' perceived civility in Jabodetabek. 111 citizens participated in this research, consisting of 35 males and 77 females. The age range between 17-55 years old, they all have attended to public service matters in Jabodetabek in the last 6 months. Research outcomes show a significant and positive relationship ( $r = .65, p < 0.01$ ) between citizens' sense of power and the perceived civility of public service officers in Jabodetabek.