

APPENDIX A

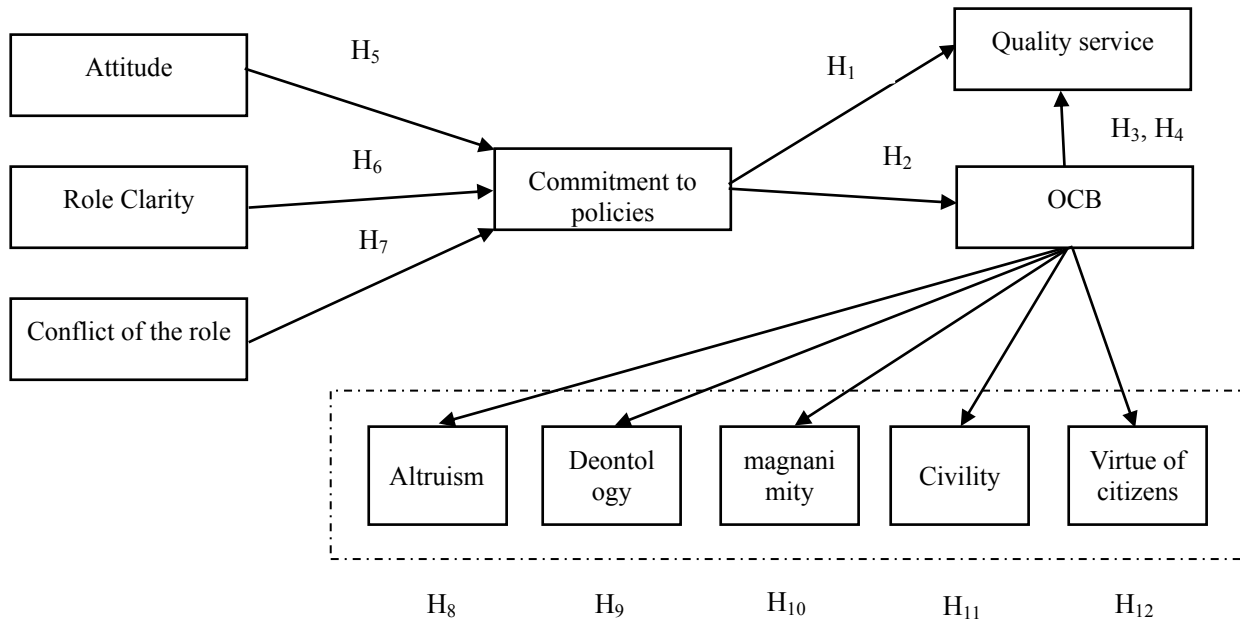


Figure S1: Conceptual research model

Hypothesized theoretical model

This figure illustrates (a) commitment to politics on quality service, and organizational citizenship Behaviour; and (b) the direction of the relationships of attitude, Role clarity, and Conflict of the role on commitment to politics; and (c) organizational citizenship Behaviour on altruism, deontology, magnanimity, civility, and Virtue of citizens. ATT = Attitude, RC = Role clarity, CR = Conflict of the role, CP = Commitment to Politics, QS = Quality Service, OCB = Organizational Citizenship Behaviour, VC = Virtue of citizens.

APPENDIX B

The below table shows the distribution of participants based on gender, age, level of education and job background.

Table S1: Distribution of participants in terms of gender, age, education, and job record

Percent of Frequency	Frequency	Sub-group	Features
40/4	90	Women	Gender
59/6	133	Men	
15/7	35	Lower than 25 years	Age
62/3	139	Among 25 - 40	
22/0	49	40 years or above	
47/1	105	Association	Educational Level
27/4	61	Bachelor	

25/6	57	Master or above	Job Background
12/1	27	Lower than 5 years	
58/3	130	Among 6 - 10 years	
14/8	33	Among 10 - 20 years	
14/8	33	20 years or above	

APPENDIX C

Based on the collected data, the correlation of the total scale, subscale for all three questionnaires and the Cronbach's alpha coefficient were calculated for the whole survey, and the results are presented in Tables S2-S4.

Table S2: Total scale, subscale correlation and Cronbach's alpha coefficient based on commitment, organizational citizenship Behaviour, quality of services questionnaire

Total scale, subscale correlation	Subscale
Commitment Questionnaire	
0.59	Attitude
0.431	Role Clarity
0.520	Conflict of the role
0.487	Commitment to Politics
0.471	Deontology
0.491	Organizational Citizenship Behaviour
Cronbach's alpha = 0.766	Whole questionnaire
Organizational Citizenship Behaviour Questionnaire	
0.693	Altruistic (altruism)
0.456	A work Ethics (loyalty, deontology)
0.412	Magnanimity
0.410	Propriety (reverence, civility)
0.4120	Social customs (virtuous citizen, Virtue of citizens)
Cronbach's alpha = 0.846	Whole questionnaire
Quality of Services Questionnaire	
0.483	Tangibles
0.429	Validity
0.469	Responsiveness
0.467	Guaranteed
0.533	Empathy

Cronbach's alpha = 0.960	Whole questionnaire
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APPENDIX D

In this section, the mean and standard deviations (statistical indices) are related to the subscale scores, besides, each questionnaire and a total score of each questionnaire.

Table S3: Statistical indices based on commitment questionnaire.

Standard Deviations	Mean	Subscales
Commitment Questionnaire		
3.041	6.39	Attitude
2.820	14.80	Role Clarity
2.148	13.28	Conflict of the role
2.544	21.04	Commitment to Politics
1.902	8.63	Deontology
2.421	9.02	Organizational Citizenship Behaviour
4.927	73.17	Total
Organizational Citizenship Behaviour Questionnaire		
3.630	12.14	Altruistic (altruism)
2.292	12.74	A work Ethics (loyalty, deontology)
2.176	12.29	Magnanimity
1.940	15.41	Propriety (reverence, civility)
1.697	12.09	Social customs (virtuous citizen, Virtue of citizens)
4.350	64.67	Total
Quality of Services Questionnaire		
1.878	12.65	Tangibles
2.040	14.33	Validity
2.397	12.13	Responsiveness
2.118	12.34	Guaranteed
2.618	15.66	Empathy
4.165	67.11	Total

APPENDIX E

Table S4: K-S test results to examine the distribution of data related to the variables of the research

Result of distribution	Statistical Indicators		Variables
	P	K-S	
Natural	0.465	0.85	Attitude
Natural	0.99	0.401	Role Clarity
Natural	0.956	0.512	Conflict of the role
Natural	0.999	0.383	Commitment to Politics
Natural	0.935	0.538	Deontology
Natural	0.431	0.873	Organizational Citizenship Behaviour
Natural	0.675	0.722	Total commitment questionnaire
Natural	0.881	0.587	Altruistic (altruism)
Natural	0.894	0.576	A work Ethics (loyalty, deontology)
Natural	0.378	0.911	Magnanimity
Natural	0.604	0.764	Propriety (reverence, civility)
Natural	0.760	0.670	Social customs (virtuous citizen, Virtue of citizens)
Natural	0.783	0.656	Total organizational citizenship Behaviour questionnaire
Natural	0.323	0.954	Tangibles
Natural	0.718	0.696	Validity
Natural	0.582	0.777	Responsiveness
Natural	0.485	0.837	Guaranteed
Natural	0.896	0.584	Empathy
Natural	0.632	0.733	Total quality of service questionnaire

APPENDIX F

Table S5. Results of Levine test for examining the congruous variance among compared groups

Test Result	Index					
	p	df2	df1	Levin's statistics		
Congruous	0.134	220	2	2.030	Age	Commitment Questionnaire
Congruous	0.402	220	2	0.916	Education Level	
Congruous	0.148	219	3	1.802	Job Background	
Congruous	0.203	220	2	1.608	Age	Organizational Citizenship Behaviour Questionnaire
Congruous	0.253	220	2	1.381	Education Level	
Congruous	0.622	219	3	0.590	Job Background	
Congruous	0.596	220	2	0.518	Age	Quality of Service Questionnaire
Congruous	0.137	220	2	2.007	Education Level	
Congruous	0.164	219	3	1.718	Job Background	

APPENDIX G

Table S6: The hypothesis testing result

Significant level	Pearson	number of samples	Variables
0.000	0.434	223	Employee commitment to organizational politics and provide quality service
0.000	0.264	223	Employee commitment to politics and organizational citizenship Behaviour
0.000	0.446	223	Employee commitment to organizational citizenship Behaviour and politics thru offering quality services
0.001	0.230	223	Organizational citizenship Behaviour and provide quality service
0.000	0.440	223	Attitude and commitment to the organization's politics
0.000	0.374	223	Role clarity and commitment to the organization's politics
0.691	0.027	223	Conflict of the role and commitment to the organization's politics

0.001	0.290	223	Altruism of individuals and provide quality service
0.000	0.456	223	Individual Deontology and provide quality service
0.003	0.198	223	Magnanimity person and provide quality service
0.000	0.381	223	Civility in each person and provide quality services
0.001	0.207	223	Virtue of citizens person and provide quality service