

Pengaruh High-Involvement Work Practices dan Transparent Organizational Communication terhadap Trust dengan Mediasi Employee Engagement (Studi Kasus Kementerian Keuangan Republik Indonesia) = The Impact of High-Involvement Work Practices and Transparent Organizational Communication Towards Trust Mediated by Employee Engagement (Case Study on Ministry of Finance Indonesia)

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Abstrak

Penelitian ini mengamati pengaruh keterlibatan dalam praktik manajerial sumber daya manusia (high-involvement work practices/HIWPs) dan transparansi organisasional berupa aspek komunikasi dan penyebaran informasi (transparent organizational communication/TOC) terhadap kepercayaan pegawai (trust/T) dengan mempertimbangkan keterikatan pegawai (employee engagement/EE) sebagai mediasi pada Kementerian Keuangan Republik Indonesia (Kemenkeu). Sampel diperoleh melalui survei digital terhadap 423 orang pegawai Kemenkeu. Pengujian pengaruh dan mediasi diolah menggunakan analisis structural equation modelling (SEM) menggunakan aplikasi IBM AMOS. Uji SEM menunjukkan bahwa HIWPs berpengaruh positif terhadap EE, namun tidak terbukti berpengaruh secara positif terhadap T. Sementara itu, TOC berpengaruh positif terhadap T, namun tidak terbukti berpengaruh secara positif terhadap EE. Terdapat mediasi penuh oleh EE pada HIWPs terhadap T. Tidak ditemukan adanya peran mediasi oleh EE pada TOC terhadap T. Pengujian kepercayaan pegawai terhadap institusi di sektor publik belum banyak dilakukan. Potensi keterlibatan pegawai dalam bentuk wewenang, distribusi informasi, imbalan, dan pengetahuan, serta dan transparansi komunikasi organisasional berupa partisipasi, substansi, dan akuntabilitas dengan bantuan keterikatan pegawai diharapkan dapat digunakan sebagai masukan untuk meningkatkan kepercayaan pegawai sektor publik terhadap institusinya.

.....This study observes the effect of high-involvement work practices and transparent organizational communication in influencing employee's trust by considering employee engagement as a mediating role at the Ministry of Finance Republic of Indonesia (MoF RI). Samples were obtained through a digital survey of 423 MoF RI employees. Positive effect and mediation tests processed using structural equation modeling (SEM) analysis using the IBM AMOS. The result showed that HIWPs had a positive effect on EE, but not proven to have a direct positive effect on T. Meanwhile, TOC had a direct positive effect on T, but was not proven to have a positive effect on EE. This research found there was full mediation role by the EE between HIWPs to T. On the contrary, there was no mediation role found by EE between TOC to T. Not much employee's trust testing was conducted in the public sector. Potential employee involvement in the form of authority, distribution of information, rewards, and knowledge, as well as transparency and organizational communication in the form of participation, substance, and accountability and raise in employee engagement are expected to be used as an input to increase employee's trust towards their institutions especially in the public sector.