

# Pengaruh Internal Communication Satisfaction dan Perceived Organizational Support terhadap Readiness To Change yang Dimediasi Employee Engagement pada Pegawai Lembaga Fiskal Pusat = Striving for excellence: Study of readiness to organizational change in public sector

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## Abstrak

Penataan struktur disertai pembenahan alur kerja dan proses bisnis pada organisasi sektor publik dilakukan agar terwujud pemerintahan yang efektif dan efisien. Penelitian ini menggunakan teori pertukaran sosial untuk mengamati pengaruh internal communication satisfaction dan perceived organizational support terhadap readiness to change yang dimediasi employee engagement untuk mendukung pembaruan pada pegawai Lembaga Fiskal Pusat (LFP). Hasil analisis data dari 387 responden pegawai LFP menunjukkan bahwa 7 hipotesis memiliki pengaruh positif dan signifikan, sementara 3 hipotesis ditemukan tidak signifikan. Data primer dikumpulkan melalui metode survei dengan mengirim kuesioner daring kepada responden. Hipotesis diuji menggunakan Structural Equation Modeling (SEM) dengan aplikasi Lisrel 8.8.

.....The structuring of the organizational framework, coupled with the improvement of workflow and business processes in the public sector, is undertaken to achieve effective and efficient governance. This research utilizes social exchange theory to examine the influence of internal communication satisfaction and perceived organizational support on readiness to change, mediated by employee engagement, to support reforms among employees of the Central Fiscal Agency. The results of data analysis from 387 respondents of Central Fiscal Agency employees indicate that seven hypotheses have a positive and significant influence, while three hypotheses are found to be not significant. Primary data were collected through a survey method by sending online questionnaires to respondents. Hypotheses were tested using Structural Equation Modeling (SEM) with Lisrel 8.8 application.