

ABSTRACT

THE ROLE OF ORGANIZATIONAL CULTURE AND THE POTENTIAL OF WHISTLEBLOWERS AS PARALEL AND SERIAL MEDIATION ON THE INFLUENCE OF REMUNERATION AND WORK ENGAGEMENT ON BRIBERY- FREE SERVICE (UNOFFICIALS FEES)

*(A Survey of Employees of Rural Banks and Sharia Rural Banks under the
Financial Services Authority Tasikmalaya Regional Office)*

By,

Nono Roehiono

248334111022

Supervisor I : Ade Komaludin

Supervisor II : Edy Suroso

This study investigates the effects of remuneration and work engagement on bribery-free service, with organizational culture and whistleblower potential as mediating variables. Using a quantitative survey design, data were analyzed through Partial Least Squares Structural Equation Modeling (PLS-SEM).

The results show that organizational culture and whistleblower potential significantly influence bribery-free service. Work engagement significantly affects organizational culture and whistleblower potential but has no direct effect on bribery-free service. Remuneration does not directly influence bribery-free service; however, it significantly affects both mediating variables. Mediation analysis confirms that organizational culture and whistleblower potential play important roles in explaining the relationship between the antecedents and service outcomes.

The findings highlight that integrity-based public service improvement requires not only financial policies but also strong organizational values and internal reporting mechanisms.

Keywords: remuneration, work engagement, organizational culture, whistleblower potential, bribery-free service, PLS-SEM

ABSTRAK

PERAN BUDAYA ORGANISASI DAN POTENSI WHISTLEBLOWER SEBAGAI MEDIASI PARALEL DAN BERANTAI PADA PENGARUH REMUNERASI DAN KETERIKATAN KERJA TERHADAP PELAYANAN TANPA PUNGUTAN LIAR (BIAYA TIDAK RESMI) (Survey Pada Pegawai BPR/BPRS di Wilayah Kerja OJK Tasikmalaya)

Oleh,

Nono Roehiono
248334111022

Pembimbing I : Ade Komaludin
Pembimbing II : Edy Suroso

Penelitian ini bertujuan untuk menganalisis pengaruh remunerasi dan keterikatan kerja terhadap pelayanan publik tanpa pungutan liar, dengan budaya organisasi dan potensi whistleblower sebagai variabel mediasi. Penelitian menggunakan desain survei kuantitatif dengan analisis data melalui Partial Least Squares Structural Equation Modeling (PLS-SEM).

Hasil penelitian menunjukkan bahwa budaya organisasi dan potensi whistleblower berpengaruh signifikan terhadap pelayanan tanpa pungutan liar. Keterikatan kerja berpengaruh signifikan terhadap budaya organisasi dan potensi whistleblower, namun tidak berpengaruh langsung terhadap pelayanan tanpa pungutan liar. Remunerasi tidak berpengaruh langsung terhadap pelayanan tanpa pungutan liar, tetapi berpengaruh signifikan terhadap kedua variabel mediasi. Analisis mediasi mengonfirmasi bahwa budaya organisasi dan potensi whistleblower berperan penting dalam menjelaskan hubungan antara variabel antecedent dan hasil pelayanan.

Temuan ini menegaskan bahwa peningkatan pelayanan publik berbasis integritas tidak hanya memerlukan kebijakan finansial, tetapi juga nilai organisasi yang kuat serta mekanisme pelaporan internal yang efektif.

Kata kunci: remunerasi, keterikatan kerja, budaya organisasi, potensi whistleblower, pelayanan tanpa pungutan liar, PLS-SEM