

ABSTRAK

Kinerja karyawan merupakan salah satu faktor penting dalam menentukan keberhasilan suatu organisasi dalam mencapai tujuan. Kinerja karyawan dipengaruhi oleh berbagai faktor, di antaranya lingkungan kerja digital, budaya kerja, resiliensi kerja, serta kepuasan kerja sebagai variabel mediasi. Penelitian ini bertujuan untuk menganalisis pengaruh lingkungan kerja digital, budaya kerja, dan resiliensi kerja terhadap kinerja karyawan dengan kepuasan kerja sebagai variabel mediasi pada Bank Syariah Indonesia Kantor Cabang Langsa. Penelitian ini menggunakan pendekatan kuantitatif. Populasi dalam penelitian ini adalah seluruh karyawan Bank Syariah Indonesia Kantor Cabang Langsa yang berjumlah 46 orang. Teknik pengambilan sampel menggunakan sampling jenuh sehingga seluruh populasi dijadikan sebagai sampel penelitian. Teknik pengumpulan data dilakukan melalui penyebaran kuesioner menggunakan skala Likert. Analisis data menggunakan analisis jalur (*path analysis*) dengan bantuan program IBM SPSS Statistics. Pengujian hipotesis dilakukan melalui uji validitas, uji reliabilitas, uji asumsi klasik, uji parsial (uji *t*), uji simultan (uji *F*), koefisien determinasi (R^2), dan uji mediasi. Hasil penelitian menunjukkan bahwa lingkungan kerja digital, budaya kerja, dan resiliensi kerja berpengaruh terhadap kepuasan kerja dan kinerja karyawan. Selain itu, kepuasan kerja berperan sebagai variabel mediasi dalam hubungan antara lingkungan kerja digital, budaya kerja, dan resiliensi kerja terhadap kinerja karyawan pada Bank Syariah Indonesia Kantor Cabang Langsa. Hasil penelitian ini diharapkan dapat memberikan kontribusi bagi pengembangan ilmu manajemen, khususnya di bidang manajemen sumber daya manusia, serta menjadi bahan masukan bagi Bank Syariah Indonesia Kantor Cabang Langsa dalam meningkatkan kualitas lingkungan kerja digital, memperkuat budaya kerja, meningkatkan resiliensi kerja, dan meningkatkan kepuasan kerja guna mendorong peningkatan kinerja karyawan secara optimal.

Kata Kunci: Lingkungan Kerja Digital, Budaya Kerja, Resiliensi Kerja, Kepuasan Kerja, Kinerja Karyawan.

ABSTRACT

Employee performance is one of the key factors in determining an organization's success in achieving its objectives. Employee performance is influenced by various factors, including the digital work environment, work culture, work resilience, and job satisfaction as a mediating variable. This study aims to analyze the influence of the digital work environment, work culture, and work resilience on employee performance with job satisfaction as a mediating variable at Bank Syariah Indonesia Langsa Branch Office. This study employed a quantitative approach. The population consisted of all employees of Bank Syariah Indonesia Langsa Branch Office, totaling 46 employees. The sampling technique used was saturated sampling; therefore, the entire population was selected as the research sample. Data were collected through questionnaires using a Likert scale. The data were analyzed using path analysis with the assistance of IBM SPSS Statistics software. Hypothesis testing was conducted using validity and reliability tests, classical assumption tests, partial tests (t-test), simultaneous tests (F-test), the coefficient of determination (R^2), and mediation tests. The results indicate that the digital work environment, work culture, and work resilience influence job satisfaction and employee performance. In addition, job satisfaction serves as a mediating variable in the relationship between the digital work environment, work culture, and work resilience and employee performance at Bank Syariah Indonesia Langsa Branch Office. The findings of this study are expected to contribute to the development of management science, particularly in the field of human resource management, and to provide recommendations for Bank Syariah Indonesia Langsa Branch Office in improving the quality of the digital work environment, strengthening work culture, enhancing work resilience, and increasing job satisfaction to improve employee performance.

Keywords: *Digital Work Environment, Work Culture, Work Resilience, Job Satisfaction, Employee Performance.*