

ABSTRACT

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“THE INFLUENCE OF WORKING ENVIRONMENT, ORGANIZATIONAL CULTURE, TRANSFORMATIONAL LEADERSHIP, AND TOTAL REWARD SYSTEM ON JOB SATISFACTION AND ON EMPLOYEE JOB PERFORMANCE AT PT BANK SULUTGO”

(xvi + 184 pages; 25 tables; 5 figure; 5 appendices)

Employee performance is important to achieve the Company's vision and mission. This study examines the influence of Work Environment, organizational culture, Transformational leadership, and Total Reward System on Job Satisfaction and its impact on employee performance at PT Bank SulutGo. This study uses a quantitative method of data collection carried out through filling out questionnaires by 242 respondents. The data was measured using a Likert scale, then analyzed through the Partial Least Square-Structural Model (PLS-SEM). The results show that a conducive Work Environment and a strong organizational culture significantly improve employee Job Satisfaction. The Total Reward System also plays an important role in improving Job Satisfaction, although it does not directly affect employee performance. Meanwhile, Transformational leadership does not have a significant influence on Job Satisfaction, but it has been shown to be effective in improving employee performance. Additionally, Job Satisfaction serves as a key mediator that connects various organizational factors to employee performance. The results of the research are expected to strengthen human resource management, especially in maximizing the Work Environment, organizational culture, and reward system to increase Job Satisfaction optimally. The theoretical and practical implications of this research offer new insights for the development of Organizational Behavior theory and human resource management (HR) practice.

Keywords: Working Environment, Organizational Culture, Transformational leadership, Total Reward System, Job Satisfaction, Job Performance.

References: 67 (2015-2024)

ABSTRAK

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“PENGARUH *WORKING ENVIRONMENT*, *ORGANIZATIONAL CULTURE*, *TRANSFORMATIONAL LEADERSHIP*, DAN *TOTAL REWARD SYSTEM* TERHADAP *JOB SATISFACTION* SERTA PADA *JOB PERFORMANCE* KARYAWAN DI PT BANK SULUTGO”

(xvi + 184 halaman; 25 tabel; 5 gambar; 5 lampiran)

Kinerja karyawan menjadi hal penting bagi untuk mencapai visi & misi Perusahaan. Penelitian ini mengkaji pengaruh lingkungan kerja, *organizational culture*, *transformational leadership*, dan sistem penghargaan total terhadap kepuasan kerja serta dampaknya pada kinerja karyawan di PT Bank SulutGo. Penelitian ini menggunakan metode kuantitatif pengumpulan data dilakukan melalui pengisian kuesioner oleh 242 responden. Data diukur menggunakan skala likert, kemudian dianalisis melalui *Partial Least Square-Structural Model* (PLS-SEM). Hasil penelitian menunjukkan bahwa lingkungan kerja yang kondusif dan *organizational culture* yang kuat secara signifikan meningkatkan kepuasan kerja karyawan. Sistem penghargaan total juga berperan penting dalam meningkatkan kepuasan kerja, meskipun tidak secara langsung memengaruhi kinerja karyawan. Sementara itu, *transformational leadership* tidak memiliki pengaruh signifikan terhadap kepuasan kerja, namun terbukti efektif dalam meningkatkan kinerja karyawan. Selain itu, kepuasan kerja berfungsi sebagai mediator utama yang menghubungkan berbagai faktor organisasi dengan kinerja karyawan. Hasil penelitian diharapkan dapat memberikan memperkuat manajemen sumber daya manusia, terutama dalam memaksimalkan lingkungan kerja, *organizational culture*, serta sistem penghargaan guna meningkatkan kepuasan kerja secara optimal. Implikasi teoretis dan praktis dari penelitian ini menawarkan wawasan baru bagi pengembangan teori perilaku organisasi dan praktik manajemen sumber daya manusia (SDM).

Kata Kunci: *Working Environment*, *Organizational Culture*, *Transformational leadership*, *Total Reward System*, *Job Satisfaction*, *Job Performance*.

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