

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh motivasi kerja, komunikasi kerja, dan lingkungan kerja terhadap kinerja anggota Satlantas Polresta Banyuwangi dengan disiplin kerja sebagai variabel intervening. Latar belakang penelitian ini didasarkan pada masih adanya ketidakkonsistenan kinerja anggota, khususnya pada aspek disiplin, komunikasi, dan koordinasi kerja yang belum optimal. Metode penelitian yang digunakan adalah pendekatan kuantitatif dengan teknik pengumpulan data melalui kuesioner. Populasi dalam penelitian ini adalah seluruh anggota Satlantas Polresta Banyuwangi, dengan teknik penentuan sampel menggunakan metode sensus. Analisis data dilakukan menggunakan Structural Equation Modeling (SEM) berbasis Partial Least Squares (PLS) dengan bantuan aplikasi WarpPLS 8.0. Hasil penelitian menunjukkan bahwa motivasi kerja dan lingkungan kerja berpengaruh positif dan signifikan terhadap disiplin kerja dan kinerja anggota. Komunikasi kerja berpengaruh terhadap disiplin kerja, namun tidak berpengaruh signifikan terhadap kinerja. Disiplin kerja terbukti berpengaruh signifikan terhadap kinerja serta mampu memediasi pengaruh motivasi kerja dan lingkungan kerja terhadap kinerja, namun tidak mampu memediasi pengaruh komunikasi kerja terhadap kinerja.

Kata kunci: motivasi kerja, komunikasi kerja, lingkungan kerja, disiplin kerja, kinerja

ABSTRACT

This study aims to analyze the effect of work motivation, work communication, and work environment on the performance of traffic police officers (Satlantas Polresta Banyuwangi) with work discipline as an intervening variable. The background of this study is based on the inconsistency of employee performance, particularly in aspects of discipline, communication, and coordination that are not yet optimal. This research uses a quantitative approach with data collection through questionnaires. The population consists of all members of Satlantas Polresta Banyuwangi, with a census sampling technique. Data analysis was conducted using Structural Equation Modeling (SEM) based on Partial Least Squares (PLS) with WarpPLS 8.0 software. The results show that work motivation and work environment have a positive and significant effect on work discipline and employee performance. Work communication affects work discipline but does not have a significant effect on performance. Work discipline significantly affects performance and is able to mediate the effect of work motivation and work environment on performance, but it does not mediate the effect of work communication on performance. The implication of this study indicates that improving employee performance can be achieved by strengthening work motivation, improving the work environment, and enhancing work discipline as a key factor.

Keywords: work motivation, work communication, work environment, work discipline, performance