

ABSTRAK

Penelitian ini dilatarbelakangi oleh pentingnya peningkatan kinerja pegawai pada Dinas Perumahan Rakyat, Kawasan Permukiman dan Lingkungan Hidup Kabupaten Jember melalui penguatan perilaku kerja ramah lingkungan, resiliensi, dan dukungan organisasi. Penelitian ini bertujuan untuk menganalisis pengaruh *green work behavior* dan resiliensi terhadap kinerja pegawai melalui *perceived organizational support* sebagai variabel *intervening*. Metode penelitian menggunakan pendekatan kuantitatif dengan desain eksplanatori. Sampel penelitian berjumlah 80 pegawai Dinas Perumahan Rakyat, Kawasan Permukiman dan Lingkungan Hidup Kabupaten Jember yang dipilih menggunakan teknik sampling jenuh (sensus). Analisis data dilakukan menggunakan *structural equation modeling* berbasis *partial least squares* dengan bantuan *SmartPLS 4.0*. Hasil penelitian menunjukkan bahwa *green work behavior* tidak berpengaruh signifikan terhadap kinerja pegawai, tetapi berpengaruh positif dan signifikan terhadap *perceived organizational support*. Resiliensi berpengaruh positif dan signifikan terhadap kinerja pegawai serta *perceived organizational support*. *Perceived organizational support* juga berpengaruh positif dan signifikan terhadap kinerja pegawai serta mampu memediasi pengaruh *green work behavior* dan resiliensi terhadap kinerja pegawai. Temuan ini menegaskan bahwa peningkatan kinerja pegawai memerlukan integrasi perilaku kerja ramah lingkungan, resiliensi, dan dukungan organisasi secara berkelanjutan. Hasil penelitian ini memberikan dasar bagi pengembangan kebijakan manajemen sumber daya manusia yang berorientasi pada keberlanjutan dan peningkatan kinerja organisasi.

Kata kunci: *green work behavior*, resiliensi organisasi, *perceived organizational support*, kinerja pegawai.

ABSTRACT

This study was motivated by the importance of improving employee performance at the Department of Public Housing, Residential Areas, and Human Settlements of Jember Regency through strengthening environmentally friendly work behavior, resilience, and organizational support. The study aimed to analyze the effect of green work behavior and resilience on employee performance through perceived organizational support as an intervening variable. This research employed a quantitative approach with an explanatory research design. The sample consisted of 80 employees of the Department of Public Housing, Residential Areas, and Human Settlements of Jember Regency selected using a saturated sampling (census) technique. Data were analyzed using partial least squares structural equation modeling (PLS-SEM) with SmartPLS 4.0. The results revealed that green work behavior had no significant effect on employee performance but had a positive and significant effect on perceived organizational support. Resilience had a positive and significant effect on both employee performance and perceived organizational support. Furthermore, perceived organizational support positively and significantly affected employee performance and mediated the effects of green work behavior and resilience on employee performance. These findings indicate that improving employee performance requires the integration of environmentally friendly work behavior, resilience, and sustainable organizational support. The findings provide a foundation for developing human resource management policies oriented toward sustainability and organizational performance improvement.

Keywords: *green work behavior, organizational resilience, perceived organizational support, employee performance.*