ABSTRAK

Peningkatan tuntutan pelaksanaan tugas kepolisian yang diiringi dengan perubahan sistem kerja, perkembangan teknologi informasi, serta semakin tingginya arus informasi yang diterima anggota Polri di Polresta Banyuwangi menjadi permasalahan yang memengaruhi dinamika organisasi kepolisian. Kondisi tersebut berpotensi menimbulkan *information overload* yang dapat menghambat efektivitas pengolahan informasi, memengaruhi proses pengambilan keputusan, dan berdampak pada penurunan kinerja anggota Polri dalam melaksanakan tugas dan tanggung jawabnya.Dalam hal ini, diperlukan lingkungan kerja yang kondusif, strategi adaptasi organisasi yang efektif, serta pengelolaan keragaman personel yang baik agar kinerja anggota Polri dapat terus ditingkatkan. Penelitian ini bertujuan untuk menganalisis pengaruh lingkungan kerja, strategi adaptasi organisasi, dan keragaman personel terhadap kinerja anggota Polri dengan *information overload* sebagai variabel mediasi pada Polresta Banyuwangi. Penelitian ini menggunakan pendekatan kuantitatif dengan metode *explanatory* research. Populasi penelitian berjumlah 484 anggota Polresta Banyuwangi dengan sampel sebanyak 219 responden yang ditentukan menggunakan rumus Slovin dan teknik *proportional random sampling*. Pengumpulan data dilakukan melalui penyebaran kuesioner dengan skala Likert 1–5 menggunakan WarpPLS 8.0. Hasil penelitian menunjukkan bahwa *information overload* berpengaruh negatif dan signifikan terhadap kinerja anggota Polri. Lingkungan kerja, strategi adaptasi organisasi dan keragaman personel secara parsial berpengaruh negatif dan signifikan terhadap *information overload*. Selanjutnya, lingkungan kerja, strategi adaptasi organisasi, dan keragaman personel berpengaruh positif dan signifikan terhadap kinerja anggota Polri. Hasil pengujian mediasi juga membuktikan bahwa information overload mampu memediasi secara parsial pengaruh lingkungan kerja, strategi adaptasi organisasi, dan keragaman personel terhadap kinerja anggota Polri. Temuan ini menunjukkan bahwa pengelolaan lingkungan kerja, strategi adaptasi organisasi, dan keragaman personel yang baik dapat menurunkan *information overload* sekaligus meningkatkan kinerja anggota Polri di Polresta Banyuwangi.

Kata Kunci: Lingkungan Kerja, Strategi Adaptasi Organisasi, Keragaman Personel, *Information Overload*, Kinerja Anggota Polri.

ABSTRACT

The increasing demands of police duties, accompanied by changes in work systems, the development of information technology, and the growing flow of information received by police officers at Banyuwangi Regional Police have become an issue affecting the dynamics of police organizations. This condition has the potential to create information overload, which may hinder the effectiveness of information processing, influence decision-making processes, and ultimately reduce the performance of police officers in carrying out their duties and responsibilities. Therefore, a conducive work environment, effective organizational adaptation strategies, and proper management of personnel diversity are required to improve police officers' performance. This study aims to analyze the influence of the work environment, organizational adaptation strategies, and personnel diversity on the performance of police officers, with information overload serving as a mediating variable at Banyuwangi Regional Police. This research employed a quantitative approach using an explanatory research method. The population consisted of 484 police officers at Banyuwangi Regional Police, with a sample of 219 respondents determined using the Slovin formula and proportional random sampling technique. Data were collected through questionnaires using a five-point Likert scale and analyzed using WarpPLS 8.0. The results indicate that information overload has a negative and significant effect on police officers' performance. The work environment, organizational adaptation strategies, and personnel diversity have negative and significant effects on information overload. Furthermore, the work environment, organizational adaptation strategies, and personnel diversity have positive and significant effects on police officers' performance. The mediation analysis also demonstrates that information overload partially mediates the effects of the work environment, organizational adaptation strategies, and personnel diversity on police officers' performance. These findings indicate that effective management of the work environment, organizational adaptation strategies, and personnel diversity can reduce information overload while simultaneously improving the performance of police officers at Banyuwangi Regional Police.

Keywords: Work Environment, Organizational Adaptation Strategy, Personnel Diversity, Information Overload, Police Officers' Performance.