

ABSTRAK

Yuliani, Made Risma (2026), Pengaruh Pelatihan dan Budaya Organisasi terhadap Kinerja Karyawan di BRI Cabang Singaraja dengan Motivasi Kerja sebagai Variabel Mediasi. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci: Kinerja Karyawan, Pelatihan Kerja, Budaya Organisasi, Motivasi Kerja

Perkembangan produk dan fitur perbankan berdampak secara langsung pada upaya percepatan adaptasi *Frontliner* sebagai garda terdepan perusahaan agar mampu memberikan informasi yang tepat dan akurat. Penelitian ini dilakukan untuk menguji hubungan antara pelatihan dan budaya organisasi terhadap kinerja karyawan di BRI Singaraja dengan motivasi kerja sebagai variabel mediasi. Metode yang digunakan adalah deskriptif kuantitatif.

Hasil penelitian menunjukkan bahwa pelatihan berpengaruh positif dan signifikan terhadap motivasi kerja karyawan di BRI Cabang Singaraja, budaya organisasi berpengaruh positif dan signifikan terhadap motivasi kerja *Frontliner* di BRI Cabang Singaraja, pelatihan berpengaruh positif dan signifikan terhadap kinerja karyawan di BRI Cabang Singaraja, budaya organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan di BRI Cabang Singaraja, motivasi kerja berpengaruh positif dan signifikan terhadap kinerja karyawan di BRI Cabang Singaraja, pelatihan berpengaruh positif dan signifikan terhadap kinerja karyawan di BRI Cabang Singaraja melalui motivasi kerja, dan budaya organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan di BRI Cabang Singaraja melalui motivasi kerja. Oleh karena itu, pelatihan dan budaya organisasi terbukti memiliki pengaruh positif dan signifikan terhadap kinerja karyawan dengan budaya organisasi sebagai variabel mediasi serta variabel mediasi diyakini dapat mempengaruhi secara tidak langsung hubungan antara variabel independen terhadap dependen.

ABSTRACT

Yuliani, Made Risma (2026), The Influence of Training and Organizational Culture on Employee Performance at BRI Singaraja Branch, with Work Motivation as a Mediating Variable. Thesis, Management Science, Postgraduate Program, Ganesha University of Education.

This thesis has been approved and reviewed by Supervisor I: Dr. Kadek Rai Suwena, S.Pd., M.Pd. and Supervisor II: Dr. Made Ary Meitriana, S.Pd., M.Pd.

Keywords: employee performance, job training, organizational culture, work motivation

The development of banking products and services has a direct impact on accelerating the adaptation of Frontliners as the company's frontline personnel, enabling them to provide accurate and reliable information. This study was conducted to examine the relationship between training and organizational culture on employee performance at BRI Singaraja, with work motivation serving as a mediating variable. The research employed a quantitative descriptive method.

The results showed that training has a positive and significant effect on the work motivation of employees at BRI Singaraja Branch. Organizational culture also has a positive and significant effect on the work motivation of Frontliners at BRI Singaraja Branch. Furthermore, training has a positive and significant effect on employee performance at BRI Singaraja Branch, while organizational culture also positively and significantly influences employee performance. In addition, work motivation was found to have a positive and significant effect on employee performance at BRI Singaraja Branch. The findings further indicate that training positively and significantly affects employee performance through work motivation as a mediating variable. Likewise, organizational culture positively and significantly affects employee performance through work motivation. Therefore, training and organizational culture have been proven to exert positive and significant influences on employee performance, with work motivation functioning as a mediating variable that indirectly strengthens the relationship between the independent variables and the dependent variable.