

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh Integrasi Sistem Digital (X_1) dan Keandalan Aplikasi GUN Security (X_2) terhadap Kinerja Operasional Satpam (Y) dengan Efektivitas Kerja (Z) sebagai variabel intervening di PT Garda Utama Nasional. Metode yang digunakan adalah deskriptif dan verifikatif dengan pendekatan kuantitatif. Sampel berjumlah 58 responden dari populasi 122 personel satpam yang ditentukan melalui rumus Slovin dengan teknik cluster sampling. Data dikumpulkan melalui kuesioner daring dan dianalisis menggunakan analisis jalur (path analysis) serta uji mediasi Sobel Test dengan bantuan SPSS.

Hasil analisis deskriptif menunjukkan Integrasi Sistem Digital berada pada kategori sangat tinggi (82,3%), sedangkan Keandalan Aplikasi GUN Security (72,9%), Kinerja Operasional Satpam (78,4%), dan Efektivitas Kerja (78,6%) berada pada kategori tinggi. Hasil analisis verifikatif menunjukkan bahwa Integrasi Sistem Digital berpengaruh positif dan signifikan terhadap Efektivitas Kerja ($\beta = 0,446$; Sig. = 0,004), sedangkan Keandalan Aplikasi GUN Security tidak berpengaruh signifikan (Sig. = 0,079). Efektivitas Kerja berpengaruh positif dan signifikan terhadap Kinerja Operasional Satpam ($\beta = 0,538$; Sig. = 0,000). Sobel Test membuktikan Efektivitas Kerja memediasi secara signifikan pengaruh Integrasi Sistem Digital terhadap Kinerja Operasional Satpam ($t = 2,497$; $p = 0,013$), namun tidak memediasi pengaruh Keandalan Aplikasi GUN Security ($t = -1,661$; $p = 0,097$). Dari tujuh hipotesis, tiga diterima ($H1$, $H3$, $H6$) dan empat ditolak ($H2$, $H4$, $H5$, $H7$).

Kata Kunci: Integrasi Sistem Digital, Keandalan Aplikasi, Efektivitas Kerja, Kinerja Operasional Satpam,

ABSTRACT

This study aims to analyze the effect of Digital System Integration (X_1) and GUN Security Application Reliability (X_2) on Security Officers' Operational Performance (Y), with Work Effectiveness (Z) as an intervening variable, at PT Garda Utama Nasional. The research used descriptive and verificative methods with a quantitative approach. A sample of 58 respondents was drawn from a population of 122 security personnel using the Slovin formula and cluster sampling. Data were collected via online questionnaire and analyzed using path analysis and the Sobel Test with SPSS.

Descriptive results show that Digital System Integration falls in the very high category (82.3%), while GUN Security Application Reliability (72.9%), Operational Performance (78.4%), and Work Effectiveness (78.6%) fall in the high category. Verificative results indicate that Digital System Integration has a positive and significant effect on Work Effectiveness ($\beta = 0.446$; Sig. = 0.004), while GUN Security Application Reliability has no significant effect (Sig. = 0.079). Work Effectiveness has a positive and significant effect on Operational Performance ($\beta = 0.538$; Sig. = 0.000). The Sobel Test confirms that Work Effectiveness significantly mediates the effect of Digital System Integration on Operational Performance ($t = 2.497$; $p = 0.013$), but does not mediate the effect of GUN Security Application Reliability ($t = -1.661$; $p = 0.097$). Of the seven hypotheses, three were accepted ($H1$, $H3$, $H6$) and four were rejected ($H2$, $H4$, $H5$, $H7$)

Keywords: *Digital System Integration, Application Reliability, Work Effectiveness, Security Officers' Operational Performance,*