

ABSTRACT

*This study aims to analyze the influence of internal readiness factors on readiness for change which include accuracy factors, trust factors, managerial support factors, and personal benefit factors on employee performance at Bank **bjb** with digital transformation as a mediator.*

*These various internal readiness factors are needed not only to improve the implementation of the digital transformation required by bank **bjb** in improving the convenience of its service to the community, but are also believed to be able to make an important contribution to improving employee performance within bank **bjb** itself.*

*This study is a quantitative study using descriptive and explanatory survey methods. The research population is 7535 employees in bank **bjb** with a sample of 380 employees. The results of the study show that the performance of bank **bjb** employees is influenced by digital transformation carried out by bank **bjb**.*

*The results of statistical test and verification analysis show that the accuracy factor, trust factors, managerial support factors, and personal benefit factors from readiness for change have a positive and significant impact on Digital Transformation at bank **bjb**.*

*All of these factors also have a positive and significant impact on employee performance within bank **bjb** with digital transformation taking place at bank **bjb**.*

Keyword: *Internal Readiness, Readiness for Change, Employee Performance, Digital Transformation, Banking.*