

# Impact of Digital Transformation on Employee Performance: The Mediating Role of Resilience in the Banking Sector

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## Abstract

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### Abstract:

Digital transformation has become one of the hottest issues of the modern world, as it determines the way organizations work, interact with customers, and manage back-office operations. In banking, digital transformation is a strategic imperative and it is also a central force behind performance of employees and organizational responsiveness. The current paper elaborates on the complex association between digital transformation and employee performance supported by special focus on mediating factor of employee resilience. Since banks keep to implementing more sophisticated technologies, e.g., automation, cloud, and AI-based platforms, employees will have to embrace a demanding changeability in jobs, which will assure a greater degree of resilience and adaptability. This will be done through empirical approach where data collected on 210 employees in the banking industry will be analyzed using statistical tools like descriptive analysis, t-tests and structural equation modeling (SEM) so as to prove that the framework proposed is true. The results show that digital transformation is quite helpful in directly and indirectly boosting employee performance by increasing resilience of the employees. Resilience is an important psychological strength that helps the workers to explore the technological shocks, new work processes and remain productive in the face of change. The study makes a contribution to the literature by offering a subtle insight into the impact of the digital initiatives on human capital and offering practical implications of the bank HR personnel and digital strategists. The combination of human and technological aspects introduces the study to the necessity of a balanced perspective on the transformation strategy that would empower employees and guarantee the long-lasting performance of an organization in the digital world.

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