

## ABSTRACT

*Flexible Working Arrangement or abbreviated as FWA began with the encouragement of the changing way of working of large companies in the world that can implement the implementation of work without the need for regular employee attendance in the office. The main impetus for the implementation of FWA is the positive experience and performance gained by these companies, and great benefits are felt for the company and employees. The implementation of FWA in addition to meeting business needs, is also accelerated by the Covid-19 virus pandemic which demands the need for social distancing and physical distancing. In the telecommunication sector, there was an increase in telework implementation from 19% to 41% or an increase of up to 2.2 times.*

*The purpose of this study was to determine how effective the telework factor was on the FWA program for workers at PT. Indonesian Telecommunications. The factors studied include Internal Motivation, Time Efficiency, Time Planning Skills, Supervisor Trust, Supervisor Support, Team Member Support, Possibility of Saving Travel Costs, Workplace Suitability at Home, Possibility of Accessing Work Documents from Home, Possibility of Working from Home if Sick, Possibility of Caring for Family Members, Reducing time to communicate with co-workers, Possibility of Working at the Most Productive Time and the results resulting from telework factors can be measured through telework effectiveness which includes Overall Satisfaction, Career Opportunities, Self-reported productivity.*

*The phenomenon in this study was explored using data collection methods by distributing questionnaires that had 31 questions with a 6-point Likert scale. The sampling method used in this research is non-probability sampling with random sampling method. In explaining the research results, the data analysis techniques used are descriptive analysis and simple linear regression analysis.*

*This study indicate that the telework factor is included in the category of a high tendency towards the FWA program. This study also shows that the telework factor has a significant influence on the PT. Indonesian Telecommunications. The coefficient of determination ( $R^2$ ) shows a value of 0.331, this can be interpreted that the telework factor variable has an influence on the FWA program by 33.1% and the influence on other variables not examined in this study.*

*The results of this study are expected to be used as an evaluation of FWA activities that take place within the Telkom Group. In addition, this research can be used as a direction in increasing the effectiveness of FWA activities and increasing employee productivity and engagement with the company, which in the process of FWA activities provides an opportunity to experience digital ways of working that are part of the company's transformation into a Digital Telco company. By getting used to employees doing digital ways of working, further*

*encouraging the growth and development of the digital mindset of employees, and changing their work culture with digital culture so that together they can effectively achieve digital transformation success within the Telkom Group.*

*Keyword: Human Resource, Effectiveness, Flexible Working Arrangement, Telework, Descriptive, Simple Linear Regression Analysis.*