ABSTRACT

Within the Faculty of Industrial Engineering at Telkom University, after a survey was conducted via questionnaire, it was discovered that as many as 46% of respondents from lecturers and academic support staff (TPA) experienced stress caused by transitions in work arrangements and increased workload. The aim of this research is to determine the workload profile based on the intention of flexible working arrangements and to design recommendations based on the intention of flexible work arrangements. Data collection was carried out using questionnaires distributed to Lecturers and Academic Support Personnel (TPA) at the Faculty of Industrial Engineering, Telkom University. This research uses k-means clustering to determine workload profiles based on flexible working arrangements intentions. The results of this research show that when respondents do not implement FWA, the influencing workload is dominated by effort, temporal demand or pressure related to time, mental demand and physical demand. In clusters that rarely use FWA or clusters that rarely use FWA, the workload is dominated by mental demand and effort. In terms of performance, when rarely using FWA, respondents were considered to have good performance. In the FWA cluster or respondent cluster that uses FWA, the workload that influences is the frustration level. this may be due to the fact that remote working may involve an inappropriate environment. Working from home (WFH) can be a source of frustration, especially for those who have partners and children who study or work remotely at the same time. Furthermore, for lecturers who do not implement FWA, the workload that influences it is dominated by physical demand, temporal demand (TD), mental demand and frustration level. However, in terms of performance, lecturers who do not implement FWA are considered to have poor performance. In the FWA cluster, namely the lecturer cluster that implements FWA, the influencing workload comes from effort or how hard mental and physical work is required when working remotely. Meanwhile, the performance of lecturers who implement FWA is considered better than working onsite. Then in TPA clusters that do not implement FWA, the workload felt comes from the frustration level. Meanwhile, in TPA clusters that implement FWA, the perceived workload is dominated by effort, mental demand, temporal demand and physical

demand. However, when viewed from a performance perspective, TPAs that implement FWA are considered better than TPAs that do not implement FWA.

***Keywords** : Flexible Working Arrangements, Workload, Lecturer, Academic Support Staff*