

## **ABSTRACT**

The transformation in employment due to the pandemic has prompted many firms, especially those in tech, to have implemented more flexible work practices including *Flexible Working Arrangements* in order to ensure productivity and improved staff well-being. This research examines the effects of *Flexible Working Arrangements* on job satisfaction and employee performance; the mediating role of job satisfaction in the relationship between *Flexible Working Arrangements* and performance is also tested. Quantitative method and cross-sectional approach was conducted, data were collected from 115 permanent workers at PT Timedoor Indonesia a technology company with a hybrid and remote system of working. The data was analyzed using PLS-SEM model, based on SmartPLS 3.0 software. The findings imply that FWA are positively related to job satisfaction and employee performance. Further, job satisfaction is found to be an antecedent of performance and mediates partially the relationship between *Flexible Working Arrangements* and performance. The predictive capacity of the research model was acceptable with high  $R^2$  and  $Q^2$  values, and a Goodness of Fit (GoF) index of 0.784. These results are consistent with the Job Demands-Resources (JD-R) theory and Self-Determination Theory (SDT) that suggest that work flexibility may enhance workers' cases of autonomy and psychological well-being, and therefore, boost individual performance.

**Keywords :** Flexible Working Arrangement, Job Satisfaction, Employee Performance, Remote Work, PLS-SEM, Strategic HRM, Indonesia..