

**Judul** : **Pengaruh *Work Life Balance* dan *Flexible Work Arrangement* Terhadap Kinerja Mitra dengan Kepuasan Kerja Sebagai Variabel *Intervening* (Studi Kasus Terhadap Mitra Driver Gojek di Provinsi Bali)**

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### **ABSTRAK**

Kinerja adalah hasil atau tingkat keberhasilan seseorang secara keseluruhan selama periode tertentu dalam melaksanakan tugas. Kinerja yang optimal dibutuhkan pada aspek sumber daya manusia dalam operasional PT Gojek Indonesia. Mitra pengemudi merupakan bagian dari Gojek yang sangat penting untuk diperhatikan karena kinerjanya dapat menentukan kualitas layanan secara keseluruhan. Saat ini kinerja sumber daya manusia dalam organisasi dipandang dengan pendekatan yang lebih kognitif termasuk faktor *work life balance*, *flexible work arrangement*, dan kepuasan kerja. Penelitian ini bertujuan untuk menguji dan menjelaskan pengaruh *work life balance* dan *flexible work arrangement* terhadap kinerja mitra *driver* Gojek di Provinsi Bali dengan kepuasan kerja sebagai variabel *intervening*.

Penelitian ini menggunakan pendekatan kuantitatif dengan rancangan asosiatif. Populasi yang digunakan adalah seluruh mitra *driver* Gojek di Provinsi Bali yang terdaftar di wilayah operasional Provinsi Bali periode 2020-2022. Sampel yang diambil sebanyak 105 responden dengan teknik penentuan sampel menggunakan *purposive sampling*, sehingga kriteria responden yaitu bekerja penuh waktu sebagai mitra *driver* Gojek serta telah menikah dan memiliki anak. Metode pengumpulan data dalam penelitian ini adalah kuesioner, observasi, wawancara, dan studi kepustakaan. Teknik analisis yang digunakan adalah *Partial Least Square* (PLS) berbasis *Structural Equation Modeling* (SEM).

Hasil penelitian membuktikan bahwa *work life balance* berpengaruh positif dan signifikan terhadap, *flexible work arrangement* berpengaruh positif dan signifikan terhadap kinerja, kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja, *work life balance* berpengaruh positif dan signifikan terhadap kinerja melalui kepuasan kerja sebagai variabel *intervening*, *flexible work arrangement* berpengaruh positif dan signifikan terhadap kinerja melalui kepuasan kerja sebagai variabel *intervening*.

**Kata Kunci:** kinerja, *work life balance*, *flexible work arrangement*, kepuasan kerja

**Title** : *The Influence of Work Life Balance and Flexible Work Arrangement on Driver Performance with Job Satisfaction as an Intervening Variable (Case Study of Gojek Driver Partners in Bali Province)*

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### **ABSTRACT**

*Performance is the result or overall level of success of a person during a certain period in carrying out tasks. Optimal performance is needed in the human resources aspect of PT Gojek Indonesia's operations. Driver partners are a very important part of Gojek to pay attention to because their performance can determine the overall quality of service. Currently, the performance of human resources in organizations is viewed with a more cognitive approach, including work life balance, flexible work arrangements and job satisfaction. This research aims to test and explain the influence of work life balance and flexible work arrangements on the performance of Gojek driver partners in Bali Province with job satisfaction as an intervening variable.*

*This research uses a quantitative approach with an associative design. The population used is all Gojek driver partners in Bali Province who are registered in the operational area of Bali Province for the 2020-2022 period. The sample taken was 105 respondents with purposive sampling technique, so that the criteria for respondents were working full time as a Gojek driver partner and being married and having children. Data collection methods in this research are questionnaires, observation, interviews, and literature study. The analysis technique used is Partial Least Square (PLS) based on Structural Equation Modeling (SEM).*

*The research results prove that work life balance has a positive and significant effect on performance, flexible work arrangement has a positive and significant effect on performance, job satisfaction has a positive and significant effect on performance, work life balance has a positive and significant effect on performance through job satisfaction as an intervening variable, flexible work arrangement has a positive and significant effect on performance through job satisfaction as an intervening variable.*

**Keywords:** *performance, work life balance, flexible work arrangement, job satisfaction*