

ABSTRACT

This study aims to design a program for optimizing employee performance at PT. X by considering three main factors: Flexible Working Arrangement (FWA), Work-Family Conflict (WFC), and Turnover Intention (TI). Given the challenges faced by the company related to high turnover rates and suboptimal work-life balance, this study identifies the relationships between FWA, WFC, and TI, as well as their impact on employee performance. The research employs a quantitative approach using PLS-SEM and fsQCA, with data collected through a questionnaire distributed to 174 employees of PT. X.

The findings indicate that the implementation of FWA significantly reduces WFC, which in turn decreases TI and enhances employee performance. The analysis provides evidence that FWA not only offers flexibility in work hours but also improves employee well-being, leading to increased loyalty and productivity. Based on these findings, this study designs a program that integrates FWA to optimize employee performance by reducing WFC and TI.

The proposed program is expected to contribute to PT. X in creating a more adaptive and productive work environment while reducing turnover rates. This study also offers recommendations for future research that could test the long-term implementation of this program and explore other factors that may influence employee performance in IT companies.

Keywords: Flexible Working Arrangement, Work-Family Conflict, Turnover Intention, Employee Performance, PLS-SEM, fsQCA