

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana penerapan *flexible working arrangement* serta kelebihan dan kekurangannya dan menguji pengaruh *flexible working arrangement* terhadap *work-life balance* pada *driver* layanan jasa transportasi *online* di kota Yogyakarta. Metode yang digunakan dalam penelitian ini adalah metode campuran (*mixed method*). Instrumen yang digunakan dalam penelitian ini adalah observasi, wawancara semi-terstruktur, dan kuesioner dengan skala *Likert*. Populasi penelitian ini yaitu, *driver* Go-jek, Grab dan Uber di kota Yogyakarta. Teknik pengambilan sampel dalam penelitian ini menggunakan metode *purposive sampling*. Hasil penelitian menunjukkan bahwa, penerapan jam kerja fleksibel sangat efektif bagi *driver*. Kelebihan dari jam kerja fleksibel yaitu, *driver* dapat mengatur waktu kerja sesuai keinginan sendiri. Sedangkan kekurangan dari jam kerja fleksibel diketahui ada dua yaitu, *pertama*, pembatalan pemesanan tanpa alasan yang jelas. *Kedua*, untuk menjemput konsumen dalam satu hari tidak boleh *driver* yang sama. Hal mengenai kekurangan jam kerja fleksibel ini tidak berpengaruh, dikarenakan jam kerja fleksibel dapat menyeimbangkan antara pekerjaan dan kehidupan pribadi. Sedangkan hasil penelitian menunjukkan *flexible working arrangement* berpengaruh positif terhadap *work-life balance*.

Kata Kunci : *flexible working arrangement*, *work-life balance*, dan *driver* layanan jasa transportasi *online*.

ABSTRACT

The aims of this research are to find out how the implementation, advantages and disadvantages of flexible working arrangement and examine the effect of flexible working arrangement on work-life balance of online transportation service's driver in Yogyakarta city. The method used in this research is mixed method. The instruments used in this research are observation, semi-structured interview, and questionnaire using Likert scale. The population of this research are, the drivers of Go-jek, Grab and Uber in the city of Yogyakarta. Sampling technique in this research is purposive sampling method. The result of the research shows that the implementation of flexible working hours was very effective for drivers. The advantage of flexible working hours was the driver can manage their working hours by their own. On the other hand, there were two weaknesses of flexible working hours. First, the order can be canceled without definite reasons. Second, it was not allowed to pick up the consumer by the same driver. The weaknesses of flexible working hours did not have effect because the flexibility of working hours can make balance between work and personal life. Meanwhile, the result of the research shows that flexible working arrangement have positive effect on work-life balance.

Keywords: flexible working arrangement, work-life balance, and online transportation service's driver