

ABSTRACT

In Indonesia, the implementation of Work from Home (WFH) has experienced various innovations and variations, depending on the extent of the organization's readiness to adopt this work system. The trend of working flexibly is predicted to continue. This research shows that during the pandemic, remote working practices and other working models have indicated the possibility of major changes in the way of working in the post-pandemic era

XYZ Company is the first online IT marketplace company in Indonesia that provides solutions for people to obtain quality products and services for home needs with a variety of choices. During the pandemic, their employees. While implementing the WFH system, it produced a positive impact on respondents with the implementation of the FWA system. The FWA system applied to companies does not differ based on employee characteristics, but companies implement the FWA system based on job role. In fact, employees have various characteristics and distinguishing FWA based on employee characteristics becomes urgent in the context of human resource management because several studies show that not all types of FWA match individual characteristics.

This research is to determine the characteristics of certain job roles according to certain types of FWA and regarding the design of Flexible Working Arrangements based on job roles which is carried out using the clustering method. The data used is primary data in the form of research data regarding FWA in IT companies which was collected through a survey with a total of 83 respondents. The questionnaire consists of demographic data such as (Gender, Age, Marital Status, Work Experience, and Company Type). Then, the flexible working arrangements data consists of (Work From Home, Flexible Time, Job Sharing, Reduce Working Time, Compressed Work Time, Compressed Work Week, and Teleworking), and the job role data also consists of (Project Manager, Software Designer, Software Engineer, Software Tester, System Analyst, and IT Consultant). The research used the Kruskal-Wallis test which produced no significant differences between job roles and FWA types. It can be interpreted that the application of FWA in the IT industry is not related to the job role.

Kata Kunci : Flexible Working Arrangement, Job role, Uji Kruskal-Wallis.