

Pengaruh Rekonsiliasi, Flow Experience, Fleksibilitas, dan Organizational Support terhadap Intensi Pekerja Meneruskan Bekerja Hybrid yang Dimediasi oleh Employee Satisfaction dan Perceived Productivity = The Effects of Reconciliation, Flow Experience, Flexibility, and Organizational Support towards Worker's Intention to Continue Working Hybrid Mediated by Employee Satisfaction and Perceived Productivity

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Abstrak

Bekerja jarak jauh menjadi disrupsi besar pada tiga tahun terakhir, didorong oleh perkembangan pesat teknologi dan tim virtual. Namun, organisasi masih ragu untuk mengimplementasikan hybrid-work meskipun pekerja cenderung memilih hybrid-work sebagai metode bekerja di masa depan. Penelitian ini bertujuan untuk mengidentifikasi faktor dibalik keinginan pekerja untuk meneruskan bekerja secara hybrid, yaitu kepuasan dan produktivitas, serta faktor-faktor yang dapat meningkatkan kepuasan dan produktivitas saat WFH, yaitu rekonsiliasi, flow experience, fleksibilitas, dan dukungan organisasi. Penelitian empiris dilakukan dengan menggunakan model konseptual, mengumpulkan 408 data dari pekerja formal yang pernah menjalani WFH. Hubungan antar variabel dianalisa menggunakan metode structural equation modeling (SEM). Konsisten dengan hipotesis, rekonsiliasi, flow experience, fleksibilitas, dan dukungan organisasi mempengaruhi kepuasan dan produktivitas pekerja saat WFH, yang kemudian mempengaruhi keinginan pekerja meneruskan bekerja secara hybrid. Meskipun peningkatan kepuasan dapat diprediksi menjadi faktor yang berpengaruh, namun implikasi bahwa produktivitas pekerja meningkat saat WFH memberikan titik terang bahwa kekhawatiran penurunan produktivitas saat WFH tidak selalu terjadi. Melalui temuan dari penelitian ini, organisasi dapat mulai mempertimbangkan implementasi bekerja secara hybrid, dengan menyertakan faktor-faktor yang dapat meningkatkan kepuasan dan produktivitas, sekaligus mendapatkan keuntungan organisasi dari hybrid-work.

.....Remote-work has been a great disruption in the last three years, pushed by the swift growth of technology and the emergence of virtual teams. However, organizations seem to stay reluctant to implement the hybrid-work, while the employees have more inclination to continue with hybrid-work method as the future way of work. This study intends to identify the factors influencing employees' intention to continue working hybrid, which are satisfaction and productivity, and the factors that can improve employees' satisfaction and productivity while working from home, namely reconciliation between professional and personal life, flow experience, work flexibility, and organizational support. A conceptual model is built into an empirical study, gathering data from 408 respondents of formal workers familiar with hybrid working. The relationships between variables are analyzed using structural equation modeling (SEM). Consistent with the hypotheses, reconciliation, flow experience, flexibility, and organizational support significantly affect employee satisfaction and perceived productivity, which furthermore significantly affect workers' intention to continue working hybrid. While enhanced satisfaction is almost a predictable factor, the implication of improved perceived productivity while working from home gives reassurance to the organizations that productivity paranoia associated with remote-work can be forgotten. With the findings of this study,

organizations can begin to consider implementing hybrid-work, incorporating the factors that can improve employees' satisfaction and perceived productivity, all the while obtaining the beneficial standpoints of hybrid working for organization.