

TABLE OF CONTENTS

AUTHORIZATION.....	ii
STATEMENT OF AUTHENTICITY OF WRITTEN THESIS	iii
PREFACE.....	iv
TABLE OF CONTENTS.....	v
LIST OF FIGURES	viii
LIST OF TABLES.....	ix
LIST OF APPENDICES.....	x
ABSTRACT.....	xi
<i>INTISARI</i>	xii
CHAPTER I INTRODUCTION	1
1.1 Background	1
1.2 Research Problem.....	9
1.3 Research Question.....	11
1.4 Research Purpose	11
1.5 Research Scope	11
1.6 Research Contribution.....	11
1.7 Systematic Writing.....	12
CHAPTER II LITERATURE REVIEW.....	14
2.1 Perceived Flexible Work Arrangement.....	14
2.1.1 Location Flexibility	14
2.1.2 Schedule Flexibility	15
2.2 Job Satisfaction	18
2.2.1 Job Satisfaction Facets.....	19
2.2.2 Turnover Intention	20
2.3 Hypothesis Development	22

2.3.1	The Relation of Perceived Flexible Work Arrangement (FWA) to Turnover Intention.....	22
2.3.2	The Mediating Role of Job Satisfaction in the Relation of Perceived Flexible Work Arrangement to Turnover Intention.....	24
2.4	Research Model.....	25
CHAPTER III RESEARCH METHODS.....		26
3.1	Research Design.....	26
3.2	Population & Sample	27
3.2.1	Population & Sampling Method	27
3.2.2	Sampling Unit.....	27
3.2.3	Sample Size	28
3.2.4	Sample Frame & Location.....	28
3.3	Operational Definition of Variables	28
3.3.1	Flexible Work Arrangement.....	28
3.3.2	Job Satisfaction.....	29
3.3.3	Turnover Intention.....	29
3.4	Data Collection Method	29
3.5	Instrument Test.....	30
3.5.1	Outer Model.....	30
3.5.2	Inner Model	31
3.6	Data Analysis Method.....	32
3.6.1	Profile PT Telkom Indonesia (Persero) Tbk.....	33
CHAPTER IV RESULT AND DISCUSSION		36
4.1	Respondent Characteristics	36
4.2	Validity and Reliability Test	37
4.2.1	Convergent Validity	37
4.2.2	Discriminant Validity	38
4.2.3	Reliability	39
4.3	Descriptive Analysis	40
4.4	Evaluation of Outer Model.....	42

4.5	Evaluation of Inner Model	43
4.5.1	R-Square (R^2)	43
4.5.2	Q-Square (Q^2)	44
4.5.3	Goodness of Fit (GoF)	45
4.6	Hypothesis Testing	45
4.6.1	Testing H1: Flexible Work Arrangement has negative relations to turnover intention in Telkom Indonesia	46
4.6.2	Testing H2: Job satisfaction mediates the relationship between Flexible Work Arrangement and Turnover Intention	47
4.7	Discussion	48
4.7.1	Flexible Work Arrangement on Turnover Intention	48
4.7.2	Job Satisfaction Mediates the Relationship between Flexible Work Arrangement and Turnover Intention.	49
CHAPTER V CONCLUSION		52
5.1	Conclusion	52
5.2	Implications	53
5.2.1	Managerial Implications	53
5.2.2	Academics Implications	56
5.3	Limitations	56
5.3.1	Suggestion	56
REFERENCES		58
APPENDICES		61

LIST OF FIGURES

Figure 1.1 Number of COVID-19 Active Cases in Indonesia.....	2
Figure 1.2 Flexible Work Arrangement Options.....	5
Figure 2.1 Research Model.....	25
Figure 3 Telkom Employee's Profile 2022.....	33
Figure 4.1 First-run Outer Model Evaluation.....	42
Figure 4.2 Second-run Outer Model Evaluation.....	43

LIST OF TABLES

Table 4.1 Characteristic of Respondents.....	36
Table 4.2 Loading Factor.....	37
Table 4.3 Average Variance Extracted.....	38
Table 4.4 Cross Loading Factor.....	38
Table 4.5 Fornell-Larcker Criterion.....	39
Table 4.6 Cronbach's Alpha.....	39
Table 4.7 Composite Reliability.....	40
Table 4.8 Descriptive Statistics.....	40
Table 4.9 R-Square.....	44
Table 4.10 Goodness of fit.....	45
Table 4.11 Result of Hypothesis Testing.....	46
Table 4.12 Summary of Hypothesis Thesis Result.....	48

LIST OF APPENDICES

APPENDIX 1. Research Questionnaire.....	60
APPENDIX 2. Respondent Characteristics.....	66
APPENDIX 3. Result of SEM PLS by SMART PLS.....	68