

***The Effect of Flexible Working Arrangement and Job Satisfaction  
on Job Performance of Directorate of Information and  
Communication Technology Head Office of The Directorate  
General of Taxes***

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***Abstract***

*This research is using quantitative study aimed to see wheter if there is effect of flexible working arrangement and job satisfaction on the job performance or not. A structured questionnaire was used as an instrument for data collection, with IT staff in the Directorate of Information and Communication Technology, Head office Directorate General of Taxes By using Slovin wit the method of Non-Probability Sampling with the type of purposive sampling and 75 sample units. Data collection is used through distributing questionnaires. The data analysis technique used is themethod Partial Least Square (PLS). The results of this study indicate that flexible working arrangement have a positive effect on job performance and also job satisfaction have a positive effect on job performance*

***Keywords:*** *Flexible Working Arrangement, Job Satisfaction, and Job Performance*

**Pengaruh Flexible Working Arrangement dan Kepuasan Kerja terhadap Kinerja Pegawai Direktorat Teknologi Informasi dan Komunikasi Kantor Pusat DITJEN Pajak**

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**Abstrak**

Penelitian ini merupakan penelitian kuantitatif yang bertujuan untuk mengetahui efek *flexible working arrangement* dan Kepuasan Kerja terhadap Kinerja pegawai. Objek penelitian yang digunakan dalam penelitian ini adalah pegawai Direktorat Teknologi Informasi dan Komunikasi Kantor Pusat DITJEN Pajak , menggunakan *slovin sampling* dengan metode *Non-Probability Sampling* dengan jenis *Purposive Sampling* dan menggunakan 75 unit sampel. Pengumpulan data dilakukan melalui penyebaran kuesioner. Teknik analisis data yang digunakan adalah metode Partial Least Square (PLS). Hasil penelitian ini menunjukkan bahwa *flexible working arrangement* berpengaruh positif terhadap kinerja dan juga kepuasan kerja berpengaruh positif terhadap kinerja

**Kata Kunci:** Fleksibilitas Kerja, Kepuasan Kerja, dan Kinerja Pegawai