ABSTRACT

This study aims to analyze the effect of work from home on job performance with work engagement as an intervening variable, focusing on employees at the Head Office of Bank DBS in Jakarta. The background of this research stems from the shift in work patterns due to the COVID-19 pandemic, which prompted companies to adopt remote or hybrid work models. Bank DBS is one of the companies that implemented a hybrid work policy through the "Future of Work, Workforce, Workplace" (F3W) program, providing flexibility for employees to work both from home and the office.

This research employs a quantitative approach using the Structural Equation Modeling–Partial Least Squares (SEM-PLS) method, processed with SmartPLS software version 3.2.9. The population consists of 1,037 permanent employees at the Bank DBS Head Office, with the sample selected through purposive sampling. Data was collected using a Likert-scale questionnaire. The variables in this study include Work From Home (X), Work Engagement (Z) as the intervening variable, and Job Performance (Y) as the dependent variable.

The results indicate that work from home has a positive and significant effect on both work engagement and job performance. Furthermore, work engagement has a significant positive effect on job performance and successfully mediates the relationship between bekerja work from home and job performance. These findings suggest that a well-executed work-from-home policy, supported by adequate technology, communication, and organizational support, can enhance employee engagement and ultimately improve job performance. Therefore, continuous evaluation and development of hybrid work policies are essential to sustain employee productivity.

Keywords*: Work From Home, Work Engagement, Job Performance, Hybrid Work, Bank DBS*