

ABSTRACT

This study aims to analyze how flexible work arrangements affect work-life balance and the performance of female workers in Jakarta during the Covid-19 pandemic. This study also analyzes the role of work-life balance in mediating the relationship between flexible work arrangements and employee performance. The research was conducted by combining quantitative and qualitative methods using a convergent mixed methods approach. Quantitative research data collection was carried out by distributing online questionnaires, while qualitative research was carried out using in-depth interviews. Withdrawal of research samples was carried out using non-probability sampling. This study involved 120 female workers as questionnaire respondents and 3 female workers as interview participants. The data obtained were then analyzed by SEM by utilizing AMOS 24.0 in analyzing quantitative research. The findings show that flexible work arrangements have a positive and significant impact on work-life balance and also the performance of women workers during the Covid-19 pandemic. Other findings confirm that work-life balance acts as a mediator in the relationship between flexible work arrangements and the performance of women workers.

Keywords: *employee performance, flexible working arrangements, work-life balance*

