

ABSTRAK

Pandu Pujo Pangestu. 2026. Pengaruh *Flexible Working* Terhadap Kepuasan Kerja Dengan *Employee Resilience* Sebagai Variabel Moderasi Pada Pekerja Gig Economy Di Kota Madiun. Program Studi Manajemen, Fakultas Ekonomi dan Bisnis Universitas PGRI Madiun. Pembimbing I: Dr. Karuniawati Hasanah, S. E., M. M, Pembimbing II: Robby Sandhi Dessyarti, S.E., M.M.,

Penelitian ini bertujuan untuk menguji pengaruh *Flexible Working* terhadap Kepuasan Kerja serta menganalisis peran *Employee Resilience* sebagai variabel moderasi pada pekerja *gig economy* di Kota Madiun, yang bekerja dengan tingkat fleksibilitas tinggi namun juga dihadapkan pada ketidakpastian kerja yang besar. Penelitian ini menggunakan pendekatan kuantitatif dengan desain asosiatif. Sampel berjumlah 160 pekerja *gig economy* di Kota Madiun, ditentukan melalui teknik non-probability sampling dengan metode *snowball sampling*. Data dikumpulkan menggunakan kuesioner berskala Likert dan dianalisis dengan IBM SPSS Statistics 27 melalui uji validitas, reliabilitas, asumsi klasik, dan *Moderated Regression Analysis* (MRA). Hasil penelitian menunjukkan bahwa *Flexible Working* berpengaruh positif dan signifikan terhadap Kepuasan Kerja (koefisien regresi 1,516; signifikansi $0,000 < 0,05$), sehingga H1 diterima. *Employee Resilience* juga terbukti memoderasi pengaruh tersebut (koefisien interaksi 0,017; signifikansi $0,000 < 0,05$), sehingga H2 diterima. Semakin tinggi *Employee Resilience* yang dimiliki pekerja, semakin kuat pengaruh *Flexible Working* terhadap Kepuasan Kerja. Temuan ini diharapkan memperkaya kajian Manajemen Sumber Daya Manusia serta menjadi acuan bagi pekerja dan pengelola platform digital di Kota Madiun dalam merancang kebijakan kerja yang mendukung fleksibilitas dan penguatan resiliensi karyawan.

Kata kunci: *Flexible Working*, Kepuasan Kerja, *Employee Resilience*, *Gig Economy*, *Moderated Regression Analysis*

ABSTRAC

Pandu Pujo Pangestu. 2026. *The Effect of Flexible Working on Job Satisfaction with Employee Resilience as a Moderating Variable Among Gig Economy Workers in Madiun City*. Management Study Program, Faculty of Economics and Business, Universitas PGRI Madiun. Advisor I: Dr. Karuniawati Hasanah, S.E., M.M., Advisor II: Robby Sandhi Dessyarti, S.E., M.M.

This study aims to examine the effect of Flexible Working on Job Satisfaction and to analyze the role of Employee Resilience as a moderating variable among gig economy workers in Madiun City, who work with a high degree of flexibility but are also faced with considerable job uncertainty. This study uses a quantitative approach with an associative research design. The sample consisted of 160 gig economy workers in Madiun City, determined through a non-probability sampling technique using the snowball sampling method. Data were collected using a Likert-scale questionnaire and analyzed with IBM SPSS Statistics 27 through validity tests, reliability tests, classical assumption tests, and Moderated Regression Analysis (MRA). The results show that Flexible Working has a positive and significant effect on Job Satisfaction (regression coefficient of 1.516; significance of $0.000 < 0.05$), so H1 is accepted. Employee Resilience is also proven to moderate this effect (interaction coefficient of 0.017; significance of $0.000 < 0.05$), so H2 is accepted. The higher the Employee Resilience possessed by workers, the stronger the effect of Flexible Working on Job Satisfaction. These findings are expected to enrich the field of Human Resource Management and serve as a reference for workers and digital platform managers in Madiun City in designing work policies that support flexibility and strengthen employee resilience.

Keywords: Flexible Working, Job Satisfaction, Employee Resilience, Gig Economy, Moderated Regression Analysis