

## **ABSTRACT**

### ***The Effect of Work Flexibility and Work-Life Balance on Job Satisfaction: Case Study of Generation Z Employees in the Service Sector Industry in Jabodetabek***

Lora Anggahini<sup>1)</sup>, Teguh Prasetyo, S.E., M.Si.<sup>2)</sup>

<sup>1)</sup> Student of Management Department, Pembangunan Jaya University

<sup>2)</sup> Lecturer of Management Department, Pembangunan Jaya University

*This study aims to determine whether work flexibility and work-life balance affect employee job satisfaction. This research uses a quantitative approach and primary data collection using a questionnaire. Because the population in this study is not known exactly and using purposive sampling technique as a sampling method with a minimum number of 120 respondents who are generation Z employees in the service sector in Jabodetabek. Data analysis in this study used the SPSS 27 program with the linear regression method to test the relationship between variables. The results of this study indicate that work flexibility affects job satisfaction, work-life balance affects satisfaction, and work flexibility and work-life balance have a positive and significant effect on job satisfaction.*

**Keywords:** *Work Flexibility, Work-Life Balance, Job Satisfaction, Generation Z, Service Sector Industry*