

IMPACT OF FLEXIBLE WORK ARRANGEMENTS ON EMPLOYEE PERFORMANCE IN A CORPORATE OFFICE IN QUEZON CITY

ABSTRACT

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KEYWORDS

*flexible work arrangements;
employee performance;
quezon city; hybrid work; task
completion; urban workplace*

ARTICLE ID

AASGBCPJMRA-B61563

The evolving workplace culture has prompted many organizations to implement flexible work arrangements (FWAs) such as telecommuting, flextime, blended models, and compressed workweeks. These shifts raise important questions about their impact on employee performance, particularly in vibrant urban centers like Quezon City. This research explores how FWAs affect employee output, productivity, and the ability to meet deadlines within a corporate environment. This study utilized a descriptive quantitative research design and purposive sampling to gather data from 40 employees at Sagility Philippines, a corporate office located in Quezon City. Data were collected through a validated survey questionnaire comprising demographic information and performance-related items. Statistical analyses, including frequency, percentage, weighted mean, and one-way ANOVA, were conducted to determine significant differences in employee performance across demographic and job-related variables. The findings indicate that flexible work arrangements (FWAs) positively affect employee performance, particularly in task completion and quality of output. Flextime emerged as the most preferred schedule, followed by the hybrid work model. Employees consistently reported higher efficiency and greater autonomy under these arrangements. However, common challenges included poor internet connectivity, delayed communication, and insufficient feedback. Statistical analysis revealed significant variations in performance based on age, years of service, department, performance rating, and job function. Employees with higher performance ratings and those in administrative roles exhibited notably better results in output, efficiency, and deadline adherence. The findings indicate that flexible work arrangements (FWAs) can improve employee performance when effectively managed. However, their impact varies based on demographic factors and job roles. To sustain performance, organizations should implement formal FWA policies, provide continuous technological support, and establish robust communication channels. Tailoring flexible work plans to employee needs enables organizations to maximize benefits and achieve their strategic objectives.

RECOMMENDED CITATION

Flores, R., Lavarro, R., Lumapas, G. A., Ombao, L., Platitas, J., & Ruetas, P. M. (2025). Impact of Flexible Work Arrangements on Employee Performance in a Corporate Office in Quezon City. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(2), 43.