

# **Schedule control, supervisor support and work engagement: A winning combination for workers in hourly jobs?**

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## **Abstract**

The changing natures of both work and the lives of the U.S. workforce have created an array of challenges for organizations attempting to foster work engagement. To accommodate the work and family needs of an increasingly diverse workforce, many firms are offering flexible work solutions to employees. However, the distribution of these types of organizational resources is unequal, with workers in lower-wage hourly jobs having the least access to any form of flexibility. The purpose of this paper is to examine the relationship of schedule control, as a form of flexible work practice, and work engagement among workers employed in hourly retail jobs. Authors tested a model whereby the relationship between schedule control and work engagement is mediated by schedule satisfaction and perceived supervisor support. A sample of 1343 full-time hourly retail workers was used to address the study's purpose. Hypothesized relationships were fully or partially supported. Implications for research and practice are discussed.

*Keywords: flexible work schedules, schedule control, retail jobs, hourly workers, work engagement*