

Workplace flexibility for hourly lower-wage employees: A strategic business practice within one national retail firm

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Abstract

Flexible work options are becoming a popular organizational practice used to assist employees with meeting their work and family responsibilities. However, much of the work–family scholarship and many of the work–family policies offered within organizations focus on forms of workplace flexibility for professional workers, at the exclusion of workers in lower-wage hourly jobs. Using data from interviews with senior managers ($N=40$), this paper examines the flexible work options offered to workers in lower-wage hourly positions and the associated benefits and challenges to businesses offering flexible work options. Implications for practice and policy are discussed.

Keywords: *flexitime, work-life balance, work and family, quality of work life, work environment, occupational mobility*