

Abstract

Non-traditional (flexible) work arrangements have gained popularity all around the world. It is believed that flexible work arrangements (FWA) help to solve work-family conflict, reduce employee absenteeism and stress, and allow retaining talented employees. This paper investigates the impact of work flexibility on employee job satisfaction and organizational commitment by surveying employees in professional service industry in Latvia. Our survey is constructed using the Job Satisfaction Survey developed by Paul Spector and the Organizational Commitment Questionnaire developed by Porter and Smith. We find that availability of flexible work arrangements significantly increases employee job satisfaction and partly also their organizational commitment. From our analysis we conclude that FWA are offered in professional service industry companies in Latvia mainly to “key” professionals who are the most valuable, have the best performance and relatively higher remuneration than other employees.

Keywords: Flexible work arrangements (FWA), work-family conflict, job satisfaction, organizational commitment, professional service industry