Effect of Flexible Work Arrangements on Well-Being of Medical Sales Representatives: Moderating Role of Social Support

Roshaney, M. A.¹ and Jayarathna, S. M. D. Y.²

Employee well-being became a sustainability goal of every organisation. The workplace has become a significant part of any individual's life since it affects their both work and personal life and the well-being of society. Thus, this study aims to assess the effect of flexible work arrangements on the well-being of medical sales representatives in Sri Lanka and the moderating role of social support. This study adopted a quantitative research approach where a self-administrated survey questionnaire was applied to a sample of 272 employees currently working as medical sales representatives in all the provinces of Sri Lanka. The multiple linear regression analysis was performed using Statistical Package for Social Science (SPSS) 23.0 version to test the hypothesised relationships between the constructs. The study results revealed that there is a significant effect of flexible work arrangements that could be applied to the medical sales representatives' job on their general life, work, and psychological well-being. Further, social support acts as a moderator on the above relationship. The current study helps employees appropriately select and use their offered flexible work conditions to ensure their well-being in terms of happiness and healthiness. Further, it provides a way the managers can effectively design flexible arrangements for employees to promote their well-being, leading to a people-oriented and harmonious society.

Keywords – Employee Well-Being, Flexible Work Arrangements and Social Support

¹ Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [roshaney.ar17@gmail.com]

² Senior Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [dinethiyasodara@kln.ac.lk]