ABSTRACT
The research evaluated the effectiveness of flextime in achieving and sustaining work-family balance among male and female hospitality workers in Taiwan. Flextime's effectiveness in supporting work-family balance has implications on the achievement of organizational outcomes, particularly employee commitment and turnover intention. The study applied quantitative research design to test three major hypotheses and sub-hypotheses by using evidence obtained from a survey of managers and employees of hospitality firms in Taiwan. The evidence confirmed all the hypotheses. Flextime is effective in achieving and sustaining work-family balance. Work-life balance enhances employee commitment and dissuades turnover intention. Hospitality firms in Taiwan need to consider flextime as a long-term or continuous strategy as well as consider improvements relative to changes in the condition and needs of employees.

Keywords: hospitality industry, workplace flexibility, flextime, work-family balance, organizational outc...