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Introduction

The purpose of the study is to evaluate that flexible working hours are essential for retail organization in the UK. In a retail organization it refers to the schedule that allows their employees to finish and start their work while they want to do it. It helps them to pay attention in their work as well as they can enhance their working skills. Flexible working means that employees can come to work later or earlier than the set of particular times. It allows them to work from home with less turnover. In the retail organization staff are working in flexible hours that are more likely to stay loyal with employees while they can balance home and work. In this work it is the type of normal working pattern that involves the changes in hours of employees' work as well as the times that they are required for their working hours. This study sheds light on some of the importance of flexible working hours in relation to inclusion and diversity, role of human resource while promoting the diversity and inclusion in flexible working hours, disadvantages in the flexible working hours, role of human resource managers addressing the issues.

Importance of flexible working hours in relation to inclusion and diversity

- In the workplace, there is one valuable tool that helps to enhance equality as well as creating an inclusive culture with flexible working hours. Also, the flexible working hour helps people focus on their work as well as they can improve their balance in work and home (Richards, and Sang, 2021. Renwick, 2018).
- It allows employees to work around the responsibilities and obligations outside of their job. They can focus on their work and they can improve it properly. Some of the benefits of flexible working arrangements such as a flexible rental, business networking, saves money and time, employee comfort, savings, increasing employees productivity and interaction process and many more things (Shrm, 2022). Offering flexible working helps employees to enhance their physical, boost staff morale as well as mental well being.
- In retail organizations, while the staff members are enjoying their flexible working they are more likely better rested and less tired (Braga, *et al.* 2021). Also they can reduce their stress, burnout, risks of fatigue and many more. Working hours are the key component of estimating productivity in growth as well as hourly wages in useful cyclical indicators and measuring the correct importance.
- Flexibility enhances the performance of employees in the workplace and also it gives up control of the work schedule while increasing the commitment, engagement, and employee

morale to the retail organization (Shrm, 2022). Also it helps to reduce the employee turnover, tardiness, absenteeism by allowing flexible working hours. Flexible working arrangements are alternate schedules and arrangements from the working days. In the workplace flexible working helps to improve well being.

- In retail organizations offering flexible working to their employees improves and boosts their mental and physical well being. Also, the flexible working hours helps the retail organization to improve their well being, reduce absenteeism, improve employees loyalty, job satisfaction, attract the talents and many more (Shrm, 2022). It means being able to quickly adapt to the new circumstances.
- The purpose of belonging, inclusion, equality, diversity within a retail organization is incorporated with several elements. Some of the other benefits of flexible working hours such as creativity, increased innovation process, better quality of the new recruits, increased employee engagement within business.
- Accurately time keeping is essential to ensure that staff can build a diverse team and they can provide leadership for developing the opportunities, practice empathic leadership, eliminate and identify the problems, company culture and many more (Shrm, 2022).

The role of Human Resources in promoting inclusion and diversity in flexible working hours

- The human resource manager has the task to enhance the process of objective decision making by devising in some inventive ways to promote the inclusive environment, addressing the workplace bias while they provide some opportunities for their employees. It may ensure that the recruitment tactics can engage the employees in a diverse network (Shrmpr, 2022).
- In a retail organization workplace there are several practical strategies for creating an inclusive environment such as measuring progress, communicating goals, holding more effective meetings, listening carefully to employees, celebrating differences of employees, and many more.
- In the workplace culture, a human resource manager promotes diversity. They have the role in leadership and management to empower and create a diverse culture (Shrmpr, 2022). Human resource inclusion is defined as the achievement of a working environment while all individuals are working respectfully as well as they have the equal access to their resources and opportunities and also they can contribute for organizational success.

- Managing employee diversity is the type of essential resource while human qualities are several from outside of the groups and presents other groups or individuals (J. and Sang, K., 2021. Renwick, D.W. ed., 2018). In the retail organization inclusion and diversity both are interconnected concepts and also they are far from interchangeable.
- Diversity is about the make up or representation of an entity form and also inclusion is about the perspectives, presence, contribution of the group of people they are integrated and valued in the workplace environment (Shrmpr, 2022).
- Respecting diversity and promoting equality helps to ensure that people can access all of the opportunities, people are valued while they face some differences. Also, it provides the protection of individuals while they experience any kind of discrimination (Stahl, Brewster, Collings, and Hajro, 2020). In the workplace some of the keys to enhancing the inclusion and diversity such as get peers involved, seur leadership, support employees in resource groups, take some actions, create a sense while belonging, expand the diversity definition and many more.
- In the retail organization, diversity sparks the innovation process, teams can make better decisions, enhance team performance, project teams can effectively collaborate with each other, teams get the better solution and they can easily reduce their problems in the workplace (Shrmpr, 2022).
- In the UK, the retail organization can be the cause of all employees that they feel valued and accepted. As a result, companies which are with greater diversity have a lower turnover rate (Bailey, Conway, Monks, and Fu, 2019).
- Human resource managers can create an inclusive workplace for increasing their retail organization business such as increased innovation, creativity improves problem solving throughout the organization, higher employee morale, higher productivity, lower rate of turnover, higher rate of job satisfaction and many more things (Stahl, Brewster, Collings, and Hajro, 2020).

Disadvantages in relation to inequality of flexible working hours

In the workplace one of the essential disadvantages of flexibility is that it can be the result of employees working beyond the time schedule. Flexible working reduces the conflict of work life and also less commute time (Int-comp, 2022). It massively affects business and it has the ability to attract the higher level skills in business because it is able to retain and attract the skills in the

diverse workforce. Organizations can reduce the recruitment cost, better staff morale and also more job satisfaction. Also, it has some damaging effects such as depression, anxiety, mental disorder, coronary heart disease, higher risk of stroke and many more things (Stahl, Brewster, Collings, and Hajro, 2020). It affects equality in the workplace. Sometimes company's have some better opportunities for men but they do not provide the good opportunities for women workers. In flexible working hours situations sometimes the retail organizations help their male workers more flexibility while women do not get all the facilities in their working (Int-comp, 2022). Also, there are some major drawbacks in flexible working arrangements such as more complicated schedule management, potential abuse by employees, it is not practical for all positions and employees in working, decreased employee engagement, loss of company culture, missed some opportunities for collaboration, potential of negative impact on customers and many more (Bailey, Conway, Monks, and Fu, 2019). Also, some disadvantages of flexible working such as-

Work balance- In the retail organization, balance in work life is more difficult for employees. They faced several difficulties balancing their work life (Springer, 2022). While the employees are working in their home they are not getting ready properly also they won't be able to prepare for any kind of outside visiting.

Communication difficulties- In flexible working while they communicate with their colleagues they depend on employer and circumstances (Int-comp, 2022). Sometimes it is difficult to plan about their work with their colleagues because they do not communicate properly with each other. Most of the time it is unexpectedly difficult to understand each other and know about each other properly. Communication is the essential thing to better plan and develop any retail organization.

Reduce benefits- In retail organization, flexible working can reduce the benefits that the employees have taken from their office (Springer, 2022). Employers can protect their working hours and they against of discrimination in terms and conditions. While working flexibility leads to missing out on the events and the training.

Procrastination- In retail organizations prefer working from home to their employees and it requires a higher degree of self motivation. It is too easy to avoid and procrastinate to get down at work (Int-comp, 2022). In the workplace, it can lead to some additional hours to catch up on the missing work hours while they enjoy time with family members or any other vacations.

Role of HR managers addressing the issues

- In the workplace flexibility is linked with the employees greater productivity, reduced turnover, decreased absenteeism, job satisfaction, higher morale and much more. Also, the workplace can promote flexibility by using some approaches (Springer, 2022).
- Human resource manager will direct and lead some of the routine functions of the department of human resource and it includes practices, enforcing company policies, leave, benefits, administering pay, interviewing and hiring staff and many more (Yong, *et al.* 2020). Some of the effective roles of human resource managers are workplace safety, human resource compliance, development and training, benefits and compensation, talent management and many more.
- In this situation the human resource department and the talent management team covers a lot of grounds (Shrm, 2022). Also, there are several kinds of functions in human resource management such as handling disciplinary actions, creating a safe and working environment, managing employee benefits, maintaining the company culture, employer employee relations, development and training, hiring and recruitment process and many more things.
- In a retail organization human resource management is the integral part of some basic functions such as organizing, controlling, directing, planning and many more. Allowing the flexibility of employees can provide better work from their home and they are doing with much greater feeling of commitment and loyalty (Shrm, 2022).
- It allows the employees to work around the responsibility and obligations in their job as well as they can manage both of their work and life balance. Also there are several roles and responsibilities of human resource manager in flexible working such as human resource planning, job design and analysis, hiring candidates, development and training, design the policies in the workplace, monitor employees performance, maintain the workplace culture, resolve conflicts, ensure that safety and health of their employees, incentives and rewards and many more (Shrm, 2022).

Conclusion

The above study shows that flexible working hours refers to the schedule that allows employees to finish and start their work in a set of their own time. It helps employees to focus on their work and less turnover. The retail organization in the UK helps their employees while they work from

home during the pandemic situation. Staff are working in flexible hours while they are more likely to stay more loyal with their employees because in this situation they can balance both of their work and life. The flexible schedule allows their workers to determine their work. Some of the flexible working hours examples such as gradual retirements, annualized hours, banking of hours, sabbaticals, leaves, job sharing, telecommuting, working remotely, telework, compressed work week, part time, reduced hours, flexible time and many more.

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