

Assessment of Employee Turnover on an Organisations Efficiency In Post Covid Scenario

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Abstract - The study found out that the organization was experiencing high cases of employee turnover. Most respondents indicated that lack of retention strategies affected organization productivity to a great extent. Most respondents felt that the organization had employed various measures to manage employee turnover. High rate of employee's turnover impacted negatively on organization productivity since most of the experienced and highly productive staffs were lost during COVID pandemic and it took a long time before the newly recruited staff. Lack of staff training denied the employees with an opportunity for skills development and this encouraged most of the employees to leave the organization and seek jobs in organization that offered career development opportunities. Organization management was not commitment to Employee skills development and this hampered exposure of employees.

The study concluded that causes of employees turnover that impacted negatively on an organisation's productivity included; lack of employees retention strategies, low level of employee motivation, lack of career development opportunities and poor work environment. The study recommended that the organization human resource management should employ strategic strategies such as job security, salaries and remuneration, providing recognition, and individual growth opportunities. The organization human resource management should provide open communication, offer employee reward program, offer recreation facilities as well as various gifts.

Key Words: covid, unite nations, career, employees, organization, turnover

1.INTRODUCTION

Employee turnover refers to the rate at which an employer gains and losses employee, how long the staff tend to leave and join the organization (Ambigo, 2018). In his book, Horton (2017) state that it is becoming a major issue for the organizations especially for the low cadre jobs. There are many contributors to this scenario that are significant to the employee turnover. Such aspects can stem from both the DONALDS BAKE JUNCTION as well as the employees. The employers are more concerned with the turnover as it impacts negatively and a very expensive aspect of the business world (Hint, 2018).

2. Body of Paper

The study adopted a descriptive research design since the study intendeds to gather quantitative and qualitative data that describes the nature and characteristics of the

impacts of employee turnover on organization efficiency. According to Sekeran (2013), descriptive research design is type of design used to obtain information concerning the current status of the phenomena to describe "what exists" with respect to variables or conditions in a situation. Mugenda and Mugenda (1999) describes descriptive research as including surveys and fact- finding enquiries adding that the major purpose of descriptive research is description of the state of affairs as it exists at present. The study considers this design appropriate since it facilitated towards gathering of reliable data describing the true characteristics of the impacts of employee turnover on organization efficiency, a case study of DONALDS BAKE JUNCTION.

The organization strategic location in Uttar Pradesh and organization structure makes it suitable to gather reliable and accurate information that reflected the impacts of employee turnover on organization efficiency. The study targets staff in the three management categories since they have witnessed various efficiency problems as result of Employee turnover rates. The target population was divided into three categories as shown in Table 3.1.

Table 3.1: Population Distribution

Population category	Frequency	Percentage
Top Management Staff	30	7
Middle Level Management	70	17
Lower Management	320	76
Total	400	100

According to Mugenda & Mugenda, (2013), a sampling frame is a comprehensive list of all sampling units, which a sample can be selected. The sample selection and size is shown in table 3.1. The list containing the names of the respondents in the respective three population categories were sourced from the organization Human resource department and were used as the sampling frame for the study. The sample population of the study was 10% of the total target population as shown in table 3.2

Table 3.2 Sample Size

Population category	Frequency	Sample Percentage	Sample Size
Top Management Staff	30	10	3
Middle Level Management	70	10	7
Lower-Level Management	320	10	32
Total	400	10	42

Working Experience

The study sought to establish the working experience held by the study respondents and hence requested the respondents to indicate their working experience.

The study sought to determine the level of Employee turnover in the organization and hence asked the respondents to rate the level of Employee turnover. The findings were presented in figure 4.3.

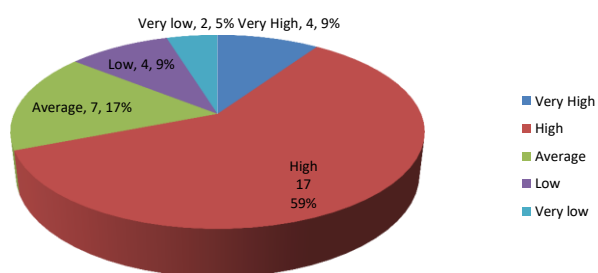


Figure 4.3: Level of employee turnover in the organization

Figure 4.3 shows that majority (59%) of the respondents rated the level of employees turnover in the organization to be high, 17% indicated that the level of employee turnover was average, 10% rated the level of employee turnover to be very high, 9% low and 5% very low. The respondents explained that the offered remuneration packages were not sufficient enough to influence most of the employees to remain working in the organization and there also lacked employee's benefits such as transport and housing allowance.

Reasons of employee turnover in the organization

The study sought to determine how the respondents agreed on the reasons of employee turnover in the organization. The findings were presented on table 4.4.

Table 4.4: Reasons of employee turnover in the organization

Reasons of employee turnover in the organization	Mean	Std. Deviation	Variance
Lack of Retention strategies causes employee turnover in the organization	4.3333	.57027	.325
Low level of employee motivation causes employee turnover in the organization	4.0714	.74549	.556
Lack of career development opportunities causes employee turnover in the organization	4.1190	.63255	.400
Poor work environment causes employee turnover in the organization	3.7857	.81258	.660

As can be observed in Table 4.4, a mean of 4.33 indicates that the respondents agreed that lack of retention strategies causes employee turnover in the organization, a mean of 4.07 presents that respondents agreed that low level of employee motivation causes employee turnover in the organization, a mean of 4.11 shows that respondents agreed that lack of career development opportunities causes employee turnover in the organization, a mean of 3.78 presents that respondents neither agreed or disagreed that poor work environment causes employee turnover in the organization.

3. CONCLUSIONS

The impact of Employee turnover leads to loss of the most competitive and experienced staff and this influences the organization to incur huge expenditure in recruitment and training of the new employees. The new Employee exhibits low level of effectiveness and efficiency in the execution of the organization job task functions and this lowers the performance of the individual employees that in turn lowers the level of organization productivity.

Increased organization productivity is determined by better service delivery, increased revenue and increased employees performance. The strategies of reducing employees turnover includes; provision of employees rewards, increment of employees remuneration, offering of employees benefits and provision of career development opportunities such as training and sponsorship for further studies in institutions of higher learning.

Recommendations for Further Studies

The study determined the impacts of employee turnover on an organisation's productivity. The study narrowed its research undertakings into the causes of Employee turnover, impact of Employee turnover and strategies of reducing Employee turnover. The study noted that there were other factors like organization policies and leadership styles that still influenced high rate of employee turnover. Employee turnover is also an area of interest that greatly determines the state of organization succession planning practices. The study also covered findings from one case study which was International Livestock Research Institute and thus it cannot be deemed to be the overall representative of all organizations in Vishakhapatnam. Suggestions for further studies are hence highly recommended on effect of organization policies and leadership styles on employee turnover and on the impacts of employee turnover on organization succession planning. Further studies should also be carried out to investigate other factors that might be affecting employee turnover in organizations currently and in the future. Finally the researcher would wish studies to be conducted on application of human resource management best practices that leads to minimization of employee turnover rates and to come up with better solution to commonly experienced employees turnover problems.

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BIOGRAPHIES



I Gauri Singh, am dedicated and motivated management student looking to utilize her skills in the corporate. My interests include Human Resources and Business Analytics, specifically, the importance of talent acquisition and management. I have worked extensively with learning and development for the improvement in business operations and am deeply interested in learning about the advanced technologies and methods to conquer the goals and embrace the success thereof.