

Improving organization retention essay



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The company should also speak with the employees on how they feel about their Job (Spector, 2008). An organization that can create a friendly atmosphere for the employees will have a better chance of keeping them. The ultimate goal here is to retain employees and try to keep them from wanting to leave the organization to work for a company rival. Employee motivation can also help to boost the confidence of the organizations employees. Justice theory The Justice motivational theory is concerned with the values in a person rather than his or her needs, beliefs, or reinforcements (Spector, 2008).

This theory goes on the assumption that most people value fairness in their relations with other employees in the workplace. When an individual is hired by an organization to do a specific Job that individual expects, they will do their Job to the best of his or her ability and in return he or she expects to be treated fairly by the organization and other employees (Spector, 2008). If an individual is treated fairly he or she will be motivated to treat others with the same fairness and respect.

Two-Factor theory The two factor theory states that an individual is motivated by the nature of the job and not by rewards or conditions of the Job (Spector, 2008). The two-factor theory consists of two categories, the hygiene factor and the motivator factor. Hygiene factors include relevant and pertinent information for the Job, such as pay, coworkers, supervision, and company policies these are considered animal needs (Spector, 2008). The hygiene factors are all self explanatory as they describe things and issues that every employee faces when taking on a new position with a new company.

These are also considered to derive from the psychological needs of animal nature in human beings. Motivator factors include accomplishment, appreciation, accountability, and the temperament of the work involved. One of the main ways an employer can detect occupational stressors is by taking into account the exit interviews from his or her staff leaving the organization. One way to prevent occupational stressors is to identify the situation that is causing the stress and then take the necessary steps in reducing the stressors in an attempt to reduce the stress.

In identifying the stressors at JC's Casino while evaluating the exit interviews from previous staff members, it seems there is a problem with the casino's pit boss, Joe. Several employees upon taking their exit interviews made statements about the pit boss possessing a toxic attitude and downright mean and evil. The first thing to do in a situation like this would be to sit down with the individual and talk to him or her about his or her attitude with the other employees. The exit interview is a viable piece of information in which the employer may use to retain current employees.

Exit interviews are a key source for information on the health of the organization. Although the stress of dealing with the owners step-son may have contributed to the employees quitting their job, it may have been a major contributor, there were several other factors as well, such as asking the full-time employees to cover shifts of room cleaning because of absenteeism.

Improving Job Satisfaction Job satisfaction is the attitude of people's feelings toward their job, this means whether or not an employee likes or dislikes his or her job.

For an organization to improve Job satisfaction among their employees there should be proper training involved with new hires and supervision and motivation techniques should be implemented with the current employees. Some incentives may be a good idea in an organization such as JC's Casino. For an organization to cut down on employee retention the recommendations of the Industrial/Organizational psychologist plays a huge part in this factor. Depending on the type of organization will decide what type of training method should be used.

For a casino the possibilities of using these three training methods are very likely. First, the training method of using a conference type setting for new hires to all train at once. Second, the casino may consider using on-the-job-training. This training method is one where the new hire watches and copies what a trainer is showing them how to do. Third, if the employer is knowledgeable about individual personalities then he or she may use the audio/visual instruction as a training method.

Another training possibility, the employer may enforce dealer school upon all employees who deal card of some type. One other way of improving Job satisfaction could be to have a Job fair for hiring housekeeping staff. When the company hires new housekeeping, then this will cut back on their part-time employees having to work double the load than usual. Those individuals continuously absent from work should have a warning and a consequence. The consequence after the warning has been submitted a certain amount of times should then be

Counterproductive Behavior Counterproductive behaviors are those that have a tendency to work against the success of an organization. Some examples of counterproductive behavior may include: showing favoritism, displaying negativity, or not getting along with other employees. These examples are thought of as immature and may remind one of high school, but even as adults these behaviors still apply and stand out in the workplace. When counterproductive behavior is noticed within an organization, then the individual who notices the behavior should take the necessary steps in putting a stop to the behavior.

Productive behaviors are those behaviors performed by an employee who enhances an organization; these enhancements are such as employees performing their jobs at a reasonable level of adeptness (Spector, 2008). People are only capable of performing well in their job status if they obtain the appropriate ability to do their job and possess the motivation needed to perform said job (Spector, 2008). Steps that the HR director, Tom Sneed should have taken besides recognizing the problem, he should not have turned his back for fear of talking to the owner about his step-son.

Step 2, the behavior should be documented and examples of the behavior should be noted so that the individual has examples to go on when discussing the issue with the owner. Step 3, explain how the employees behavior toward the other employees and how it has affected each individual. Step 4, the individual may recommend counseling for the employee who is expressing the counterproductive behaviors and step 5, the individual should monitor the employees progress and not any further

counterproductive behavior and provide feedback and be consistent with that feedback.

The individual, who knows of the counterproductive behavior and speaks up, must keep in mind that even though they decide to speak with a higher authority could have a negative outcome but should still have the courage to go forward. Recommendations In a situation, in which a company has family working for them generally creates problems among the other employees. The employees may feel as though the step-son is treated special just because he is related to the owner of the casino.

In a perfect world the step-son would be treated equally to the other employees as he is there to earn a paycheck as is everyone else who works there. It would be the industrial/organizational psychologists' recommendation that if the step-son could not be treated equally as just a regular employee then maybe he should not be working in an area where he has to deal with the other employees or where the other employees have to deal with him.

Another option may also be to speak to the individual whom complaints have been made against and try to figure out what and if the I/O concludes that there is no personal problems and in fact, the employee is just straight forwardly mean and nasty just because he is related to the owner then the suggestion would be to move him to another area away from other employees. The Industrial/Organizational psychologist may also recommend implementing a program that motivates staff to set goals for the week and if all goals are met the employer may offer a bonus of some kind.

The recommendation of the hiring process would be to do extensive interviewing and pick individuals who seem to be interested in the position they are applying for and have each take a personality test to determine if they are a good fit for the position and for the company. The recommendation of the Industrial/Organizational psychologist is for the owner to become more involved in the process and running of his company. It is the Job of the owner of the casino to know all of the ins and outs of his company and to know everything that is going on with his or her staff.

Conclusion When an employee feels confident that he or she is more than capable of doing his or her Job, then an organization will have much success and happier employees. An employer should praise his or her employees, especially when they see that he or she is doing an extraordinary Job. People in general feel better about the Job when they are recognized and acknowledged. The owner of the casino should know everything that is happening within the company. He or she should be very much involved in the hiring process of new employees.

By helping to ensure Job satisfaction the casino will experience happier, more cooperative, and motivated staff. The casino will also have a better revenue turnover and happier customers, in which they continue visiting the casino. References Dey, S. (2009). Employee Retention A Key To Organizational Growth. *Globsyn Management Journal*, 3(1), 45-49. Retrieved from Business Source Complete database. Spector, P. E. (2008). *Industrial and organizational psychology: Research and practice* (5th ed.). Hoboken, NJ: Wiley.