

Improving organization retention narrative



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An organization has to ensure that they have an amicable environment, in which all the stakeholders operate. This will ensure that an organization gets the best out of their employees and the workers can stay in the company and enjoy their services for a longer period than if they would not have done so. Challenges always occur both in management and also in solving issues with employees. The ways of handling employees conflicts always influences the rate, at which any employee is either satisfied or feels let down in his desire to excel at the place of work. It is the goal of the management and other stakeholders to ensure that the employees feel at home at their places of work and that the organization helps them to succeed. At the renowned JC's Casino, these evident problems appear not to have been amicably solved, which is apparent in the way the employees respond to the manager's and organizational call at the place of work. There is a friction at the work place and the stress levels have hit extremely high. There is a need for quick response to these problems that may eventually affect the performance of the whole business, even leading to its downfall. In case the management and other stakeholders do not attend to these existing problems in a timely manner, levels of employees' dissatisfaction will continually escalate. This situation will create more challenges for the organization, for example as shortage of experienced staff, revenue loss and also a bad reputation. Since JC's casino is out to realize its goals, the president has every reason to receive the best recommendations towards alleviating the stressors that exist among the employees and how to handle them appropriately. By assessing two work motivation theories, justice theory and also the reinforcement theory, several recommendations can be deciphered from the scenario at hand (Richmond, 2010).

An organization can only be assessed by the reports that come in from the audit reports or the day to day records. The human resource department clearly pointed out that all stressors that JC was facing were employee related. There was a high retention rate that existed for both departments in the organization that led to the decrease in the workforce and eventually created huge gaps between all the teams and the management. The employees at JC are in a great uproar, since they feel that their calls and needs are not being met.

Employee satisfaction calls for attending to the desires, needs, or wants of all the employees in order to realize the goals of the organization. An organization will not succeed if the employees feel that their personal needs are not satisfied. The contracts and rules outlined should be followed to the latter in order to ensure that each and every person that is involved in the organization is at peace and feel comfortable in the place they are currently. Many dealers are always leaving by the evident dozen due to the fact that boss Joe and also his housekeepers are out to estrange them with extra work, one that is not directly reflective on their pay slips. The kind of work that one participates in should be directly proportionate and equal to his or her pay. The experience that one possesses or even one that he brings to the place of work should also be realized in the package offered to him or her. The most experienced workers will definitely find other jobs, as their services are always sought for by many organizations. It is, therefore, necessary that JC Casino considers the way they treat their employees (Richmond, 2010).

Justice Theory

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This theory dwells on the call for fair treatment of all individuals within a given organization. This means that at all levels of the organization, the employees should feel that they are accorded a fair treatment and safety in the organization. Their rights should not be undermined at any cost as they deserve due respect and honor. The theory greatly values fairness and also motivates people at all levels to always maintain the required equality between their organization and also themselves (Spector, 2008). The managers need to realize that their employees are human beings and deserve a fair treatment in their dealings. They should be consulted whenever a decision is made and in case the management deems the necessity of any changes in the organization, they should communicate it using the best ways possible. The equity theory exists under the justice theory, whereby it calls for everyone to strive towards ensuring that all people experience equity and fairness at the place of work. This should be in terms of resource allocation, time allocation and also the kind of pay that one is offered.

The existing dealers at the JC Casino are always finding the working atmosphere extremely dissatisfying due to the pit boss Joe, who is always creating a toxic and unbearable environment for the organization employees. The moment when all employees decide to compare the organization's outcomes and all their inputs, their rewards are not reflective of their efforts, thus eliciting the issue of inequity and injustice.

Reinforcement Theory

This theory mainly touches on the rewards and also the reinforcement and how the two can greatly affect the behavior of a person (Spector, 2008). It states that a given behavior's probability will always increase if there is corresponding reinforcement or even a reward that follows it. This means that employees will only work at a certain place for a longg period of time if they receive the best rewards and accolades towards their work.

Occupational Stressors

Once employees cannot work together, there will be no harmony at the place of work. They will always have friction and that will hinder the progress of the company. Social stressors came out as the major stressors at the Casino. This was mainly caused by workplace mistreatment, which included harassment, bullying, aggression, and even rudeness that was geared towards the employees.

There is a need for fast replacement of the pit boss in the name of Joe, in order for the dealers to feel safe and secure. A person, who understands how to balance personal issues with his or her job, is needed. Good management skills are needed at that place of work.

The stress levels experienced by housekeepers will only reduce if they are positively motivated and their allocated jobs match their pay. The Casino should also hire more housekeepers to ensure that all rooms are catered for and no person is overworked. This will make sure that employees are satisfied with the working conditions and are retained (Weick, 2012).

Job Satisfaction and Retention

This refers to the variable that exists within the given individual that always reflects how one feels about his or her job or how the operations at varied aspects at the place of work influence them (Spector, 2008). JC's Casino has very low employee satisfaction and retention rate, hence the massive leave of most employees.

It is necessary that the human resource department informs the owner of the hotel about the pit boss and the necessary changes made. The job allocated to the housekeepers should also be checked.

Counterproductive Behavior

This is the behavior that exists within any business that always slows down or hampers business productivity. All the dealers at the Casino through their absenteeism are clearly demonstrating this behavior. This has a negative impact to the image and also the production levels of the Casino. This can only be solved if the recommendations by the human resource person are put in place and more housekeepers are also hired.

Conclusion

The JC Casino is well-known for its services. The stressors that exist should be checked into at a very fast rate in order to ensure that no employees feel dissatisfied. There is a need for employing another pit boss and also hiring additional housekeepers.