Ballard integrated managed services, inc. essay sample

Solution-problem, purpose, research questions, and hypothesis. In considering the analysis and overview of the BIMS Ballard Integrated Managed Services, Inc., This Corporation's competitive advantage lies in its ability to combining several services to Fortune 100 companies. You should analyze the main problem which is the reason why staff is not motivated and many training staff leaves the organization, resulting in a high turnover, which is not cost effective for the organization. Consider that the purpose for creating the survey of employee low morale was to identify the factors that were leading to such a dismal situation within the organization. Consider the work that Barbara, the manager charged with trying to uncover why the morale was so low, did as to why the work output was increasingly getting poorer. She and her staff developed research questions that addressed psychological factors that deal with how people felt about their employment. Consider how the hypotheses of the survey " asked workers to express their view about working conditions, shift hours, quality of training, level of compensation, fair treatment, internal company communications, and job security". (BIMS Case study) These are important hypotheses, because the results would shed light on why the malaise is occurring, and then the organization can take a targeted approach in fixing the situation.

The employee turnover rate at Ballard Integrated Managed Services, Inc. recently has been unexplainably high. General Manager, Barbara Tucker, noticed that the morale of her staff had declined and took action to correct this. Barbara reached out to the human resources manager, Debbie Horner, who developed an employee survey to seek answers for the lack of morale. Barbara has asked Team C to analyze the data from the survey to make sure

that it is valid and useful by interpreting the results in a report and PowerPoint presentation. The data included in this report will help BIMS determine the cause of the high turnover and suggestions to reverse the trend. Overview – Problem

General Manager, Barbara Tucker, thinks the morale of her staff at the Douglas Medical Center has weakened. Her employer, " Ballard Integrated Managed Services, Inc. (BIMS), typically experiences an annual turnover rate of 55 to 60%" (University of Phoenix, 2012, p. 2), however over the past four months the rate has increased to over 64%. The workers who have chosen to leave do not reveal their reasoning that has left many questions unanswered. Purpose

The purpose of the learning team was to act as a consulting group to the top management team. Barbara Tucker asked the team to analyze the data from the survey to make sure that it is valid and useful. The human resources manager, Debbie Horner, developed an employee survey to be given to all 449 employees asking him or her to express his or her satisfaction with the company. Unfortunately, only 78 employees responded, a 17. 3% response rate. Managers and supervisors are still struggling to understand the reasoning for the increased turnover and were expecting the survey to provide them with more answers. Research Questions

Research questions could be: How is Ballard Integrated Managed Services, Inc. and its services affected by the negative moral issues of employees? Is a survey with a 17. 3% response rate an adequate sample to draw conclusions from? Hypotheses

The data from the survey does not provide enough information to know the reason for the decrease in employee morale and increase in the turnover rate. The responses were skewed toward the housekeeping employees, making the data obtained from the survey to be an inaccurate representation of the employee population at the Douglas Medical Center site. Hypotheses could include: * H0 (Null) – workers are satisfied with their compensation. * H1 (Alternative) – workers are unsatisfied with their compensation. Data Collection Instrument

The instrument used in the BIMS survey is the Likert scale. The Likert scales is used for training course evaluations and market surveys. The survey that Debbie conducted was in hopes of the 449 employees of BIMS to express how they feel about certain areas of the company. The survey included questions in reference to working conditions, shifts, training, and pay rate. In this scale the top choices used in the survey are strongly agree, agree, neutral, disagree, and strongly disagree. The Likert scale is used to assign quantitative values to qualitative data. This scale helps to make the data responsive to statistical analysis. A numerical value is given to each choice and the mean for responses is computed at the end of the evaluation. Debbie made the survey optional and top management was not required to reply. Type of Data Collected

In the BIMS research survey the questions developed by Debbie were a combination of both quantitative and qualitative data. The first 10 questions on the survey are using qualitative data because it is using a ranking system to rate how they feel. In the last five questions it uses a combination of both data types. The survey data will be collected as the employees turn in their

surveys to Debbie. Debbie is also collecting data for demographics to

separate data. This data will be put into a spreadsheet for further analysis.