Factors Influencing Employee Turnover Intention The Case | ef8437e147bdd692ce222888a0510a23

Journal of management

Work and Career Considerations in Understanding Employee Turnover Intentions

FACTORS INFLUENCING TURNOVER INTENTION AMONG GENERATION Y EMPLOYEES. A QUANTITATIVE STUDY IN THE PUBLIC SECTOR IN ASTANA, REPUBLIC OF KHAZAKHSTAN

Application of Employee Turnover Research Findings to the Underground Mining Industry

New Zealand Journal of Psychology

The Structure of Withdrawal

Event Management

The Chinese Economy Software developer turnover can have disastrous effects on an organization due to the loss of business process knowledge, as well as acquired technical skills. Annual rates of turnover in information technology (IT) departments have been estimated at 20% or more with the cost of replacing technology workers ranging from 1.5 to 2.5 times annual salaries. This study purposely focused only on software developers as opposed to IT employees in general due to the critical nature of their work. The factors leading to turnover intention in this field are poorly understood; therefore, this study was designed to further understand the relationships between job characteristics, job satisfaction, and turnover intention among software developers. 326 web surveys were completed that contained questions relating to job characteristics, job satisfaction, turnover intention, and demographic information. The first four job characteristics are specific to software developers while the last five job characteristics and the job satisfaction scales are from the Hackman and Oldham Job Diagnostic Survey (JDS). Two research questions, sixteen hypotheses, and a theoretical path model were developed to understand which job characteristic variables contribute to the various dimensions of job satisfaction and which job satisfaction dimensions contribute to turnover intention. Additionally, the indirect effects of job characteristics through job satisfaction on turnover intention were also determined. The statistical testing consisted of descriptive and inferential statistical analysis. Bivariate correlations are presented, as well as path analysis, an extension of multiple regression analysis. The results of the study uncovered several factors that can influence turnover intention among software developers. Identified in the study as statistically significant job characteristics that can be influenced by management are training, autonomy, feedback, number of developers, task significance, and skill variety. With the results of this study, management can better understand the unique needs of software developers and design development jobs to ensure that these needs are met. The study concludes with implications for practitioners and recommendations for future research.
Psychology of Retention: It has become increasingly more difficult for organizations to hire and retain qualified staff. In order to satisfy this need and meet the competition for talented staff, organizations will be required to develop effective employee attraction and retention strategies. The ability to compete for and retain talented staff will depend in part on the organizations ability to identify this need and successfully develop and implement a plan. Further intensifying this talent acquisition need is the current workforce demographics comprising a large number of baby boomers that are eligible to retire and will be leaving the workforce in the immediate future. Demand for talent will dramatically change the demographics of the workforce. This study identified and examined factors that positively influence the attraction and retention of quality staff for organizations. These factors include employee commitment, trust, communication, and support programs. Additionally, this study examined the practices of the Office of Personnel Management that provides guidance to the federal government agencies on talent acquisition and retention programs to determine the strategies they use to manage this staffing need crisis. This study identifies talent attraction and retention strategies organizations can develop to manage this talent sustainability issue. The findings of this study apply across organizations both public and private.

Keywords: Talented Staff Acquisition, Employee Retention, Employee Commitment, Talent Sustainability, and Employee Turnover.

Factors Affecting Service Recovery Performance and Customer Service Employees Abstract: Purpose: Service recovery is very important to the insurance industry; it helps to maintain clients, it is a crucial competitive advantage for business survival and it adds value for the organization's continued future. The purpose of this paper is to investigate the factors influencing service recovery performance (SRP) of customer service employees in the life insurance industry from three dimensions; organizational (customer service orientation and top management commitment), human resource management (rewards, training, teamwork and empowerment) and personal (affective organizational commitment, role ambiguity, role conflict and emotional exhaustion). This study also investigated job satisfaction and the intent to resign. Design/methodology/approach: Data were gathered through self-administered questionnaires from 350 customer service staff employed by life insurance companies in the Northern region of Peninsular Malaysia by using a convenience sampling technique. Data were analyzed using multiple regressions. Findings: The findings indicated that customer service orientation, training, empowerment, affective organizational commitment, role stressors and emotional exhaustion influenced staff's SRP. The findings also showed that SRP influenced job satisfaction and intention to resign. Practical implications: The research advances understanding of the influence of organizational, personal and human resource management factors on SRP and result constructs, namely, turnover intentions and job satisfaction. The researchers in Malaysia can use this model for future research in a service sector fields such as banking, retailing and hospitality to replicate and compare this finding. For practitioners especially the managers in insurance services providers can take actions and formulate proper strategies for customer service employees to deliver high level of performance in order to satisfied customer and continue stay in the organizations. Originality/value: Very little attention has been given to examine the impact of human resource, personal and organizational factors on SRP and the influence of SRP on result constructs, namely, job satisfaction.
and intention to resign in the life insurances area. Furthermore applying equity theory especially in the 
SRP area was not given fully attention.

Family Factors Affecting Retention

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A Study of Work-related Satisfaction and Turnover Intentions of Faculty in Higher Education This book offers a contemporary review of talent retention from the viewpoint of human resource management and industrial/organisational psychology. With a practical and relevant perspective it enriches critical knowledge and insight in the psychology of talent retention. It offers interpretation of difficult factors facing organisations such as the conceptualisation of talent, the forecasting of talent demand and supply, external and internal factors that influence talent attraction, development and retention, the alignment between talent management and business strategy. Also covered is the implementation of human resource practices and strategies in response to the needs of different organisational contexts and workforce characteristics. The chapter contributions will not only enrich knowledge and insight in the complex phenomenon of talent retention, but also advance new original ways of thinking and researching this critically important area of inquiry. The book is intended for graduate students and researchers as an overview of the topic of talent retention, practitioners will also find it informative.

Lernen sichtbar machen für Lehrpersonen


AN ASSESSMENT ON FACTORS AFFECTING EMPLOYEE TURNOVER INTENTIONS IN THE IT SECTOR OF MAURITIUS

Strategies of Winning Organizations

FACTORS AFFECTING EMPLOYEE’S RETENTION IN AUTOMOBILE SERVICE WORKSHOPS OF ASSAM AN EMPIRICAL STUDY

Information Circular ICEM2014 is to offer scholars, professionals, academics and graduate students to present, share, and discuss their studies from various perspectives in the aspects of social science. The ICEM2014 is hosted by Advance Information Science Research Center and is sponsored by DEStech Publication, Inc., South China University of Technology, Guangdong University of Foreign Studies. This proceedings tends to collect the up-to-date, comprehensive and worldwide state-of-art knowledge on economics and management. All of accepted papers were subjected to strict peer-reviewing by 2-4 expert referees. The papers have been selected for this proceedings based on originality, significance, and clarity for the purpose of the conference. The selected papers and additional late-breaking contributions to be presented will make an exciting technical program on conference. The conference program is extremely rich, featuring high-impact presentation. We hope this conference will not only provide the participants a broad overview of the latest research results on economics and management, but also provide the participants a significant platform to build academic connections. ICEM2014 would like to express our sincere appreciations to all authors for their contributions to this conference. We would like to extend our thanks to all the referees for their constructive comments on all papers; especially, we would like to thank to organizing committee for their hard working.

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