Title page

Group project

Reasons for employees exit

The exit interview of the employees depicts that they are leaving job for different reasons. The common reason for employees that left organization include lack of motivation. Completing work without motivation is extremely challenging for the employees. This causes delay in completion of work on time and undermines productivity. Without motivation employees are unable to overcome challenges and it negatively impact their customer service. The experiences of the employees indicates that they failed to utilize their full potential just managed to get through the workday. They also explained the lack of motivation discouraged them from overcoming adversity. Their lack of interest discourages them from adopting right attitude for overcoming the challenges. Due to lack of motivation such employees don’t have intrinsic value so they are not willing to accept challenges. This is due to the lack of energy and enthusiasm that prevents them from thinking about different solutions and handling the situation. Such attitudes from employees is problematic for the organization because it is linked to its overall performance (Cushion, Armour, & Jones, 2006).

Analysis of interview

Alexis in her interview stated that she wanted something different in her job. She wanted to help the customers but the job according to her was only about the numbers. Josey mentioned in his interview that he was dissatisfied with company’s treatment towards employees. Irrespective of hos three years of experience his shift supervisor overheard him during his conversation with the customer and claimed that he disrespected the customer. Lack of respect remains the prominent reason for him to quit his job. The company didn’t empathize with employees when they are stressed or frustrated. Another old employee stated that she couldn’t take the monotony because she like other workers had to follow a script. This reflects that employees left for absence of creativity or innovative opportunities. A female employee mentioned in her interview that the company must trust employees and their capability of handling customers with their creative mindset. Some other issues faced by Bolt include high number of absenteeism from work. unscheduled absenteeism and inability of employees to complete the work on-time has direct relevance with the costs. This undermine firm’s ability of catering the needs of customers and providing them timely services. Poor customer service threatens the reputation and brand loyalty. Customer service is more likely to suffer due to lack of employee motivation. Unmotivated representatives don’t bother to approach customers personally or address their individual needs. Employees are not responding to the customers in appropriate manner when they need help. Such attitude from employees will create a negative impression and discourage clients from availing such services in the future.

Employees are unable to overcome adversity at the workplace due to lack of satisfaction. Their lack of interest discourages them from adopting the right attitude for overcoming the challenges. Due to lack of motivation, such employees don't have intrinsic value so they are not willing to accept challenges. This is due to the lack of energy and enthusiasm that prevents them from thinking about different solutions and handling the situation. Such attitudes from employees are problematic for the organization because it is linked to its overall performance (Chiaburu, 2010).

Strategies for improving motivation

Based on Zappos employees policy, different measures can be adopted for bringing positive change and for retaining employees for the long-term. It is important to create a better workplace for employees that will allow company to offer value to employees. The most important change is offering various incentives for enhancing motivation of employees. motivation is viewed as intrinsic value by employees. Motivation is crucial for all aspects of human life are responsible for initiating a direct process. Mental and behavioral territories are the central factors behind motivation.

Different strategies will be adopted for motivating employees. Change Management theory is popular for understanding change process in organizations. This is one of the widely accepted theory among firms. The theory relies on sight stages starting from increase urgency. This stage emphasize on creating sense of urgency among the people of organization and by encouraging them to work for the accomplishment of objectives. The second stage is ‘Built the team’ focused on choosing the right people for managing change. It states that selecting right people is crucial which acquire skills, knowledge and commitment. Right people are more likely to bring efficient change management. The third stage is ‘Get the vision correct’ that is aimed at creating the right vision. This also suggests building emotional connectivity of employees with the objectives. The fourth stage is ‘Communicate’ that stresses on choosing the most effective ways for interacting with the people of organization. The leaders have a role of explaining the change process and taking employees into confidence (Aziz, 2017).

The leadership strategy will focus on ‘Get the things moving’. The idea is to empower employees and encouraging them to use creativity. This strategy also emphasize on removing the obstacles and implementing feedbacks in constructive ways. The leadership will help employees to Focus on short-term goals. The ultimate career goal is divided into short-term goals. This makes it easy for the employees to achieve efficiency in operations. motivation will also be enhanced by encouraging employees not to give up and by helping them in building persistence in employees. This state suggests that the employees must continue to focus on the goals and remain hopeful. (Cushion, Armour, & Jones, 2006). It is focused on managing change effectively and reinforcing it as a part of workplace culture. The main idea of this model is to prepare employees and all people of organizations to accept change.

Creating positive workplace environment is another factor that promote motivation and satisfaction. Such environment will eliminate conflicting or negative situations. Pleasant work environment also reflects eliminating conditions that created distractions for the employees (Hao & Yazdanifard, 2015). It is important to provide innovative work opportunities to the employees. This is an effective way of removing monotony and making employees believe that the organization trust their competency of handling customers.

An appropriate strategy that a firm can adopt is reconsidering the salaries of the employees because this is one of the significant factor that causes demotivation. The Human Resource Department of the firm must offer competitive salaries to the employees by gaining information about the salaries provided in markets. This solution suggests raising wages for the workers who had been paid less than their efforts. The second best solution for overcoming the issues of low motivation is improving management and governance. This requires choosing a competent and intelligent manager who possess the qualities of a leader. The manager will supervise the workplace and identify issues that undermines the performance of workers. He will act to resolve the issues and provide guidance to the employees. The manager is also responsible for resolving the conflicting situations that causes waste of time and efforts (Cushion, Armour, & Jones, 2006).

Sharing same company culture is a practical strategy for removing employee dissatisfaction. Leadership at Bolt can adopt Zappos model of ‘sharing company culture’. The core values can be developed that will allow managers and employees to follow them and work with more dedication. The core value of creativity will create fun for the workers and boost their energy levels (Aziz, 2017). Core value of open-mindedness will provide exciting opportunities of using innovation and critical thinking. These factors will promote positive work culture.

Another solution adopted for improving motivation of employees is by providing opportunities of career growth. The firm can assure the employees adequate promotions and salary raises. This has direct impact on their work performance and motivation. Offering environment of knowledge sharing and creativity also assist employees in building skills (Chiaburu, 2010). This also involve providing them training and learning opportunities that are crucial for the development of adequate skills set. The fourth solution is of removing the situations of stress. By creating a positive work environment the employees will be less stressed. The supportive environment is offered by encouraging employees to work with unity. The firm will ensure that no worker is overworked (Hao & Yazdanifard, 2015). This can be attained by setting standard work hours. No worker will be forced to work beyond the standard hours.

As leader I would address low motivation by recognizing the work of employees. This will make employees realize that the organization respect their feelings and work. By supporting them in time of frustrations and stress the organization can promote positive feelings among employees that will encourage them to build loyalty. The leader will evaluate the work of employees individually and give them feedback. The employees who perform better will be appreciated and offered reward. This will promote positive feeling among employees and they will be encouraged to perform better in the future. This is an effective strategy that makes employees feel that they are part of the organization and they recognize their worth.

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