

ABSTRACT

A Study of Causes of, and Solutions to, Employee Turnover at Business Products:
Massy Technologies Infocom Trinidad Limited

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A firm must be cognizant of the underlying causes of high employee turnover. This knowledge can provide incredible insight into how the firm can deal with the growing problem of employee turnover. The objective of this study was to examine the root causes of employee turnover in the Business Products Department of Massy Technologies InfoCom (Trinidad) Limited, and to identify possible solution strategies to alleviate the persistent issue of employee migration.

Interviews were conducted with current employees to determine the level of employee turnover intention. Survey questionnaires were distributed to all members of staff of the Business Products department to obtain additional information. The findings indicated, inter alia, that employees were not happy with the leadership style within the organization and that management recognized the high rate of employee turnover but chose not to actively provide solutions to rectify the problem. Some of the causes of the high turnover rates were unsatisfactory salaries, job alternatives available elsewhere, lack of promotion opportunities and a lack of motivation. Recommendations are made to formulate new policies and procedures which may reduce the rate of turnover and turnover intention.

Keywords: Sean Anthony Worrell; Employee turnover; Motivation; Job satisfaction; Employee engagement; Business Products Department, Massy Technologies InfoCom (Trinidad) Limited.