

Navigating the Employment Experiences of Selected Employees at the BPO Company in Cabuyao Laguna: Basis for Retention Plan

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ABSTRACT

Title: Navigating the Employment Experiences of Selected Employees at the BPO Company in Cabuyao Laguna: Basis for Retention Plan

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This research investigates the influence of employee motivation on retention. The study aims to identify additional factors influencing employee tenure within a company and their contribution to organizational success.

The respondents of this study were ten (10) employees from a company located at Pulo, Cabuyao, Laguna. The study used a semi-structured interview and researchers were able to create conclusions through participants shared experiences based on the interview. In summary, the researchers discovered that, beyond employee motivation, various factors influence an individual's tenure within an organization

Chapter 1

The Problem and Its Background

Introduction

An organization's overall success and sustainability are greatly influenced by its workforce's motivation. It can be fostered via a variety of techniques, such as lowering turnover, offering chances to prosper and grow, promoting a healthy workplace culture, and raising the bar of work. Employee motivation can increase productivity, help organizations produce more, and increase the likelihood that they'll stick with their current employer. Each employee's success and contentment are based on their level of motivation. Employers use techniques to boost motivation and offer encouragement, which results in greater job satisfaction and a rise in employee retention. Employee motivation drives them to perform well in a professional setting, and businesses that foster an inspirational workplace are better equipped to retain their most valuable team members and see lower turnover rates. The analysis and investigation of employee motivation's impact on employee retention are the primary goals of this study which is a crucial component in keeping bright people in a company.

The purpose of this study, "Navigating the Employment Experiences of Selected Employees at the BPO Company in Cabuyao Laguna: Basis for Retention Plan" is to examine what makes the employees stay in an organization and company. In the chapters that follow, the researchers will go over the main motivators, how they affect satisfaction, and how companies may use these dynamics to their advantage when creating

retention strategies. The researcher likely opted for this study to tackle the critical issue of retaining employees, acknowledging the significance of comprehending and improving the work experiences of chosen employees for the formulation of an efficient retention plan. Many businesses encounter difficulties in retaining pivotal staff, prompting an in-depth investigation into the work experiences of selected individuals to pinpoint factors influencing their retention. Employee retention holds paramount importance for organizational success, and gaining a thorough understanding of the distinct experiences of selected employees will offer valuable insights for developing a focused retention plan. The study will focus on a group of workers that have been carefully chosen to represent a range of positions and levels of hierarchy within the organization. This will allow for a deeper comprehension of the factors that affect retention across different organizational aspects.

Background of the Study

In today's evolving business environment, marked by rapid changes, intense competition, and a heightened focus on human capital as a pivotal organizational asset, the correlation between employee motivation, satisfaction, and retention has emerged as a focal point of interest. The ramifications of high employee turnover can be both financially burdensome and operationally disruptive for organizations, underscoring the critical importance of retaining skilled and motivated employees as a paramount objective for businesses striving for long-term success.

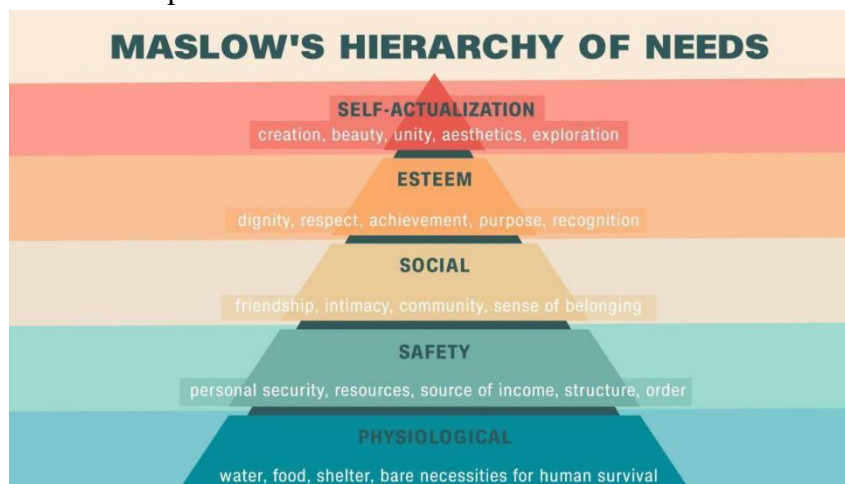
Employee motivation, the inner drive that compels individuals to perform their best, has been identified as a fundamental factor in achieving employee retention. Satisfied employees tend to be more engaged, productive, and committed to their organizations. Conversely, when employees lack motivation, satisfaction diminishes, leading to increased turnover rates and a less stable workforce. In response to these challenges, businesses have been compelled to develop effective employee retention strategies that rely on a profound understanding of what motivates their workforce. Cited by Scott D. Lane (2022) Employee motivation includes both internal and external variables that encourage workers to perform well in the service of an organization's objectives. Increased dedication, output, and job pleasure are characteristics of motivated workers, and these traits translate into improved performance and higher job retention. Understanding what motivates employees is essential to the success and long-term viability of any firm. According to research by Gallup (2023), companies that improved employee engagement and motivation saw a 23% increase in profitability and a 41% boost in quality. The management team in charge of human resources is responsible for putting various plans into action that will increase employee motivation and keep top talent in the company. Employee motivation goes beyond monetary rewards. Employee motivation can be increased by employing tactics including acknowledging accomplishments, expressing gratitude, and fostering a happy work atmosphere. Recognizing and applauding their efforts, no matter how modest or large, can be a potent motivator. Verbal gratitude, prizes, incentives, and promotions are all forms of employee recognition that help to increase motivation and have a beneficial impact on the business.

The study acknowledges that individual motivations might differ significantly, depending on things like Self-actualization, Esteem, Love and belonging, Safety needs, and Physiological needs. Therefore, a thorough examination of this complex relationship is essential for creating custom strategies that address the various demands of employees and promote long-term organizational stability. By illuminating the complex relationships between motivation, satisfaction, and retention, this research aims to close a knowledge gap and provide useful guidance for businesses looking to improve their employee retention

strategies and, consequently, their overall competitiveness and success in a fast-paced business environment. In order to determine whether employee motivation and retention are indeed influenced by one another, this study aims to investigate their relationship. The rationale behind this study is to examine how employee motivation influences employee satisfaction, with a particular focus on its role in shaping a strategic foundation for an employee retention plan.

Theoretical Framework / Conceptual Framework

The research study will be guided and anchored with the following theories to provide a comprehensive understanding of the relationship between these variables.



First is Maslow's Hierarchy of Needs (Abraham Maslow, 1943), the original idea of Maslow's Hierarchy of Needs was proposed by American psychologist Abraham Maslow in his 1943 paper "A Theory of Human Motivation". This theory suggests that each individual has different levels of needs, starting with basic physiological needs such as food and shelter and progressing to higher-level needs like self-esteem and self-actualization. This framework will be used to understand how different levels of needs influence employee motivation and satisfaction, and how fulfilling these needs can contribute to retention.

The theory states that physiological needs are everyone's needs to meet these essential demands to pay for necessities like food and housing, employees require fair and reasonable compensation. Safety Needs is ensuring a safe and stable work environment is among the paramount factors in a job and when employees perceive a threat to their physical well-being or job stability, it diminishes their motivation to perform effectively. Belongingness and Love Need Fostering a positive workplace atmosphere promotes positive relationships with coworkers and social interactions that can boost employee motivation. Esteem Needs are acknowledging and appreciating employees' contributions and providing opportunities for improvement, which can satisfy esteem needs and boost motivation. And last is Self-Actualization. Self-actualization, the pinnacle of Maslow's hierarchy, signifies achieving personal growth. Motivating employees to explore their potential through tasks, creative endeavors, and personal development opportunities falls under self-actualization and fuels their motivation.

According to the study, different employees have different needs and motivations at various points in their careers. Organizations must be aware of these needs and respond to them by establishing a work environment that promotes motivation, personal development, and job satisfaction. Employee retention rates and the accompanying recruitment expenses decrease when employees believe their needs are being satisfied at work.

The Second Model is the Employee Retention Connection Model (ERC Model), the Employee Retention Connection uses the following five-phased approach to change the culture of the organization and strengthen its competitive edge: ERC starts by analyzing the organization's retention and motivational culture through surveys and focus groups that identify the motivating and demotivating elements of the culture.

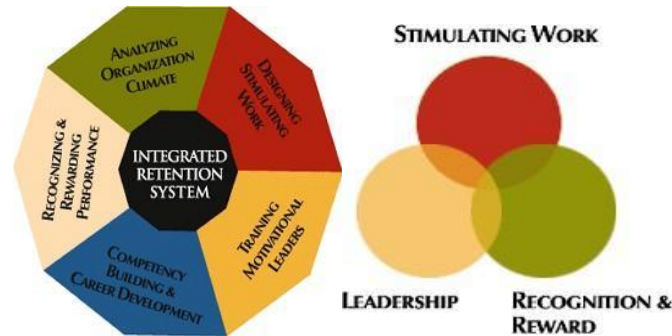


Figure 2. ERC MODEL

The study stated that motivational leadership helps employee retention, it explains that leaders should support change and be receptive to fresh perspectives. They should encourage people to develop their capacities, inspire a common understanding of the organization's direction, and provide an example of behavior that is consistent with its values. Businesses should reward employees for doing their job right, reinforce desired behaviors, and place a strong emphasis on recognition. Companies should celebrate victories to boost self-esteem, foster friendship, and improve teamwork. It explains that Employee Retention Connection focuses on applied organizational experience and identifies three key factors that influence employee retention. Work can be made more interesting by providing a range of assignments, the freedom to make your own decisions, the tools, and resources you need to perform a good job, the chance to learn, the chance to receive feedback on your work, and the awareness of the value of your efforts.

In relevance to the study, the ERC Model emphasizes that by understanding and nurturing the relationship between motivation and retention, organizations can create a more stable, productive, and satisfied workforce. The intention is to utilize these models and theories for analyzing and interpreting the experiences of specific employees. The ERC Model provides a valuable framework for understanding and nurturing the intricate relationship between motivation and retention. By applying these models and theories, this study aims to effectively analyze and interpret the unique experiences of selected employees, contributing to a deeper understanding of workforce stability and satisfaction within organizations.

Conceptual Framework

This figure shows the span of diversity and inclusion practices, rewards and recognition programs, financial stability, and communication feedback mechanisms. These elements collectively shape the variables, such as family-like and friendly work environment, risks and adaption to shift work, coaching and continuous improvement, professional growth, rewards and recognition compensation, and satisfaction, resulting in employee benefits plans. The core of our research, is employee retention, highlighting that the

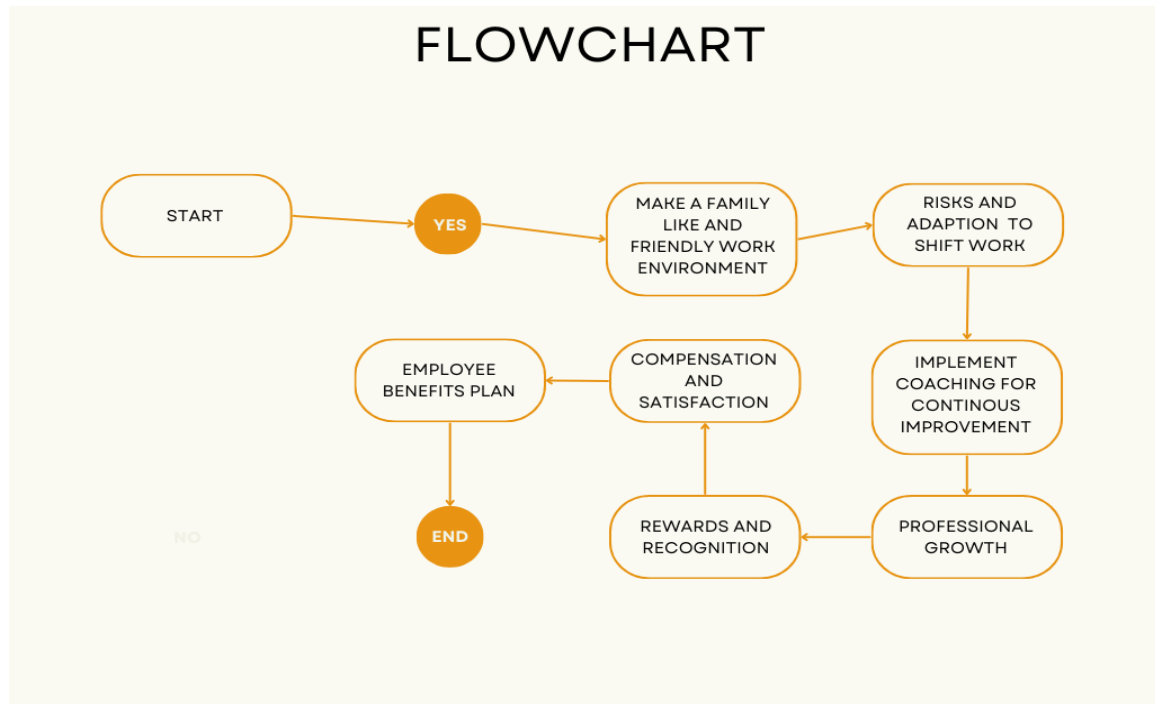


Figure 3. Research Paradigm

Central Questionnaire

The researcher likely chose this study to address the pressing issue of employee retention, recognizing the importance of understanding and enhancing the employment experiences of selected employees to develop an effective retention plan. Many companies face challenges in retaining key employees, necessitating an in-depth exploration of the employment experiences of selected individuals to identify factors influencing their retention. Employee retention is crucial for organizational success, and a comprehensive understanding of the specific experiences of chosen employees will contribute valuable insights for crafting a targeted retention plan. The study will focus on a strategically selected group of employees representing diverse roles and levels within the company, providing a nuanced perspective on factors affecting retention across various organizational dimension

1. What are the narratives of selected employees of the under-study company about their employment experiences?
2. Based on the consolidated reflections, what retention plan may be produced?

Scope and Delimitation of the Study

The focus of this study is to thoroughly navigate the experiences of employees to determine how companies will make them stay, and also to know what other factors that can affect the retention of employees aside from motivation. This study examines the following topics: describe employee motivation in terms of self – self-actualization, esteem, love and belonging, safety needs, and physiology needs; describe employee retention in terms of compensation benefits, career development opportunities company culture, and job satisfaction. This research will be limited to a BPO Company in Cabuyao Laguna. The actual sample of the study was conducted with no more than 10 employees

Significance of the Study

To the HR Department. The conducted studies examine the impact of motivation on retention that can help organizations and companies identify strategies to retain their valuable workforce, reducing recruitment and training costs. This will help HRs improve and enhance the workplace environment and overall business success.

To the Future HR. This study will help future HRs to know and understand that making employees motivated and satisfied will make the employees stay longer in the company. Making employees motivated can lead to increased productivity. Employees are more likely to invest their energy and talents in their work which ultimately affects and benefits the success of a company or an organization.

To the Employees. This study will help employees understand the factors that motivate them and be more likely to be satisfied with their work. Engaged and satisfied employees are more committed to their, leading to improved performance and long-term success for the organization.

To the Researchers. This study will assist the researchers in expanding their knowledge base and enhancing what they already know. Additionally, the researchers will uncover additional tactics and turn them into an outstanding example of a more comprehensive understanding of the relationship between employee motivation and retention.

To the Future Researchers. The conducted studies will further open doors for future researchers to refine and expand studies on employee motivation and employee retention. This may serve as a source of information about what makes employees stay longer in their jobs and company or organization.

To the Under Study Company. This research study will help them to retain their valuable and bright employees.

Definition of Terms

The following words were defined conceptually and operationally. The researchers will focus on making clear and simple definitions for important words. This helps people to understand the study by providing a solid foundation and making things easier to follow.

Belongingness – is a person's emotional urge to fit in with a group. Humans typically have an innate urge to belong to and be an important part of something bigger than themselves, whether it be a family, friends, or coworkers.

Employee – it is an individual who works in a company or organization.

Employment Experiences – refer to the various interactions, situations, and conditions individuals encounter during employees work or job-related activities.

Motivation – it is a driving force that fuels individuals' persistent pursuit of goals and tasks, and plays a pivotal role in shaping their actions and determination.

Qualitative – It is interpretation-based, descriptive, and related to language. It can help researchers to understand why, how, or what happened behind certain behaviors.

Retention Plan – is a strategic approach businesses use to retain employees, customers, or clients. It involves implementing measures and policies to encourage loyalty and reduce turnover.

Satisfaction – it is a feeling of contentment, fulfillment, or gratification that arises when one's desires, expectations, or needs are met or when one finds a sense of pleasure and contentedness in a particular situation, circumstance, or outcome.

Self – Self-actualization – This happens when someone can fully utilize their abilities while being aware of their limitations.

Turnover - is used to describe the overall number of employees who depart an organization over a specific period. Employees who leave on their own accord and those who are dismissed or laid off are counted as part of involuntary turnover.

CHAPTER 2

Review of Related Literatures and Studies

This part of the research deals with various works and studies by various writers and subjects linked to the current endeavors. These review materials, from which the researcher gained insights and knowledge, were significant and helpful in conducting this research.

Motivation

Wilkesmann and Schimid (2014) concluded that motivation was a complex process involving several factors. Employees, who were proactive both at work and in their personal lives, were positively affected by both their employer's leadership style and ability to foster a team and showed stronger motivation.

Willis Otuya and Ruth Nasimiyu Mulievi (2020) state that while many variables affect employee retention, motivational traits are crucial since motivated employees continue to be valuable and productive members of the company. Increasing employee motivation is a fantastic approach to increasing retention. Employees who are highly driven perform at their best during daily activities. Most workplaces associate motivation with money and other forms of external reward, yet motivation itself provides a compelling insight into the ways and reasons why people are motivated.

Performance is directly impacted by motivated employees' best efforts and low voluntary staff turnover, according to Robyn Joy Morris (2013). High worker turnover also raises employment costs and causes the organization to lose knowledge and expertise. Job contentment, employee desire to make extra effort, and intention to leave the company are the three characteristics that Robyn Joy looks at about important workplace outcomes. All of those elements have significant implications for the planning and development of the workforce.

Raine, Olivia A (2022) Research has indicated that poorly motivated employees perform dismally in their duties; hence, the institutions must provide sufficient wages according to the wage and remuneration policies. It was essential to conduct this research because institutions will establish appropriate policies and understand how effective employees can be managed based on enhancing their productivity. Motivation is one of the factors that determines if employee productivity is controlled by several influencing factors, such as stress, dissatisfaction, conflict, and anger.

Self-Actualization

As per MAPIQ 2024, the workplace is transforming. Employees are no longer solely concerned with their pay. They wish to work for an organization that enhances their quality of life. 90% of people will accept a lower salary in exchange for doing more fulfilling work. Employers need to be aware of and responsive to employee demands if they want workers to feel that their work matters. The establishment and dissemination of a corporate identity, the provision of necessary autonomy to teams and individuals, and the use of technology to enable workers to have the greatest workday possible are all strategies for meeting actualization needs.

March 8, 2022, according to Ali Hill, "self-actualized emotional intelligence"? This essential leadership ability consists of two parts: emotional intelligence and self-actualization. The term "self-actualization" describes the state in which an individual fulfills their entire potential. Maslow's Hierarchy of Needs places

this idea at the top and it encompasses morality, creativity, spontaneity, problem-solving skills, a lack of prejudice, and an acceptance of reality. Self-actualized individuals can build meaningful relationships with others and accept who they are, flaws and all. Since they understand that fulfilling personal and professional relationships can result from having great relationships with oneself and others, I think self-actualized leaders place a high value on authenticity and empathy. They are aware that being real can make them entice people around them and that authenticity is addicting.

On January 28, 2021, Nidhi Sharma stated that for employees to strive for the highest level within their organization, they must be self-actualized, meaning they recognize their motivators and their own set of skills and abilities. They should continue to take the initiative to meet their requirements constructively and advance in their existing position. Positive energy is often transferred to other team members by highly motivated and engaged individuals. A work environment where employees are treated with safety, respect, encouragement, and value will undoubtedly result in high levels of engagement, higher productivity and better quality of work, lower absenteeism and costs, and an increasing number of self-actualized individuals contributing to the organization's growth.

In his study on the work-related outcomes of self-actualization, Scott Barry Kaufman (2018) also explained the positive relationship between self-actualization and workplace-related outcomes like job performance and job satisfaction. Abraham Maslow described self-actualized individuals as the ones who are self-fulfilled and would be doing, what they are capable of. Dr. GOPINATH. R. January 2020 argues that self-actualization helps individuals realize their drives and capabilities. It generates self-awareness and helps them identify what they are capable of doing. According to his hierarchy of needs, a person's primary needs are those for their physiology, safety, love and belonging, esteem, and self-actualization. The study conducted by Cummings and Bigelow (1976) looked at the intrinsic motivation of job satisfaction and job involvement views. It concluded that these views toward their jobs are conceptually and empirically separate; their conclusions appear to hold for both blue-collar and white-collar workers. Job satisfaction is influenced by a variety of factors, including salary, company policies, administrative procedures, and supervisory practices within the organization. It has also been found that the ability to identify different needs, including self-actualization, is a strong factor. The commitment, job involvement, and job satisfaction within the organization. The study concluded that employee loyalty to the company typically limits organizational commitment. It is acknowledged that self-actualization is a component of job satisfaction, organizational commitment, and job participation outcomes. Based on the comprehensive evaluations, it appears that fostering the desire for self-actualization can improve job satisfaction, job involvement, and organizational commitment.

As stated by Kaufman, S.B. (2018): After reading over Maslow's works, I concluded that the traits of self-actualizing individuals are even more applicable now than they were when they were initially put forth almost 70 years ago. Maslow did not view self-actualizing individuals as solely individualistic or self-serving, as some contemporary observers have misrepresented them as an alternative. Maslow, on the other hand, grew more and more certain that self-actualization is a healthy form of self-realization along the road to transcendence. I went through Maslow's writings and tested the scientific validity of his self-actualization traits to help bring these ground-breaking concepts back and integrate them into contemporary theory and research on well-being and personality. We live in a time of growing divides, self-centered worries, and individualistic power struggles. Self-actualized individuals utilize their entire potential in the service of others rather than sacrificing it—a crucial distinction. It is not necessary to

choose between self-actualization and self-transcendence; both are necessary to lead a complete and purposeful life.

According to the study conducted by Lukas (2020) professional growth and learning opportunities are significantly influenced by mentorship and peer support. Research reveals that a majority of participants recognize mentorship and peer support as essential elements for both personal and professional development. The study underscores how interactions with mentors and peers contribute to skill development, knowledge acquisition, and career advancement.

Arulsamy et al., (2023) provide further insights into the importance of learning opportunities provided by the organization. Their research highlights how organizations that offer relevant learning opportunities, tailored to employees' current roles, contribute to their professional growth and development. Findings suggest that employees value organizations that invest in their learning and development, leading to increased job satisfaction and retention.

A study by Nguyen (2021) examines the impact of promotion structures on career advancement and employee engagement. Their analysis reveals that organizations with clear promotion structures, such as opportunities to move from agent to Team Leader (TL), are perceived positively by employees. The research indicates that employees value growth opportunities within the organization and are more engaged when they perceive a clear path for advancement. This study highlights the importance of organizations providing avenues for career progression, which contributes to employee satisfaction, commitment, and overall performance.

Self – Esteem

Agreeing with Farooq Jan and Muhammad Riaz Khan (2015), numerous expressions like self-efficacy, self-concept, self-confidence, and self-esteem are regularly utilized whimsically and traded in the writing since they may allude to diverse concepts around how individuals see themselves. This calls for evaluations of human feeling, state of mind, and psychomotor working. Workers "live where their sense of self-worth advances from the visit" intelligent with individuals in the working environment. This sense of self-worth impacts their whole life, counting their proficient life, whether positively or negatively. One way

to characterize self-esteem is the degree to which an individual considers himself competent, commendable, and effective. Agreeing with the writing, an employee's character, and responsiveness are essentially affected by their sense of self-worth, and both tall and moo self-esteem can have both positive and negative impacts on behavior. An individual's capacity and capacity to handle fear are components that decide their self-esteem. The summit of an arrangement of judgment calls concerning one's claim worth, ideals, victory, and composition is one's self-esteem. Self-esteem shows up to be both a characteristic and a state. As a characteristic, it shifts concurring to ordinary levels; as a state, it changes agreeing to circumstances. Self-esteem is essentially characterized as your conclusion of yourself, your reason in life, how you think others see you, your achievements, and the work you have. In other words, self-esteem alludes to people's state of mind toward themselves or assessment of themselves or suppositions that can be impartial, and positive.

As expressed by Gardner D., Puncture J., and Norman S. (2015) state that by helping laborers oversee push, stress, and loss of hope related to their occupations, self-esteem makes a difference in the performing superior. Thus, the study's findings—which appear that the teacher with the most elevated level of self-esteem is moreover the most productive—reinforce the idea that an employee's behavior and execution

are connected to their efficiency and may have an impact on their capacity to develop in their career. Directors' ought to be cognizant of how their activities influence their employees' self-esteem, which is emphatically connected with several critical results. Administrators should get prepared on how to act in ways that boost workers' self-esteem.

As expressed by Kim M. and Beehr T. (2018), Organization-based self-esteem and significant work intercede impacts of enabling administration on representative behaviors and well-being. More prominent organizational citizenship activities and fewer freak behaviors were related to organization-based self-esteem. Higher levels of life fulfillment and lower levels of passionate tiredness were related to the discernment of important work. When taken as an entire, these come about illustrate the basic parts that the two mental states play in lighting up how enabling administration impacts workers' positive work propensities and mental well-being.

As expressed by Samantha Krauss on July 21, 2021, the hypothesis fights that people's encounters at work have an effect on their self-esteem and that self-esteem has an effect on encounters at work. The accessible information on the potential connections between work encounters and self-esteem is compiled in this meta-analysis of longitudinal inquire about, bookkeeping for prior levels of the results. The ponder looked at the taking after work-related factors: salary, assets, stressors, work victory, work fulfillment, and work status. Thirty distinctive tests with 53,112 member information were utilized for the examinations. Over the larger part of the working life, the cruel age shifted from 17 to 64 a long time ancient. We calculated random-effect models utilizing standardized relapse coefficients as a degree of impact estimate for each work variable. The discoveries demonstrated a complementary relationship between one's self-esteem and work encounters. It was found that the relationship between afterward work encounters and self-esteem was to some degree more grounded. The idea of the arbitrator considering the relationship between self-esteem and work fulfillment appeared that the impacts were the same notwithstanding age, sexual orientation, test sort, or time slack. In general, the comes about points to an inter-dependency between people's self-esteem and the work zone and approves the corresponsive concept of identity improvement. Dr. Nikita Toshi expressed on November 1, 2023, that a working environment has verifiably been a source of positive self-esteem, with extra parts to play and significant work making it indeed superior. In any case, given how rapidly things are changing, it is accepted that the present-day work environment includes a few mental strains. Tall weight at work victimizes individuals of their free time, family time, and restorative spaces. It seems to be due to an assortment of variables, such as the requesting speed of work, the need for appreciation of exertion, the perpetual hours of labor, or the contention for yield. A worker who has a tall sense of self-worth is more likely to be able to believe their judgment and thought forms and to make more astute choices. Thus, this leads to the advancement of more beneficial interpersonal and proficient connections and, eventually, a cozy work environment. Solid self-esteem enables pioneers to concentrate more usefully on the development and well-being of others. Maintaining self-worth is a mental handle that endures a lifetime.

Noor et al., (2018) stated that rewards and recognition play a pivotal role in influencing employee motivation and job satisfaction. Their research reveals that most participants reported similar responses regarding the influence of recognition on their motivation and satisfaction levels. Found that employees greatly value recognition through events and acknowledgment of achievements, with such recognition positively impacting their motivation. The study highlights how recognition and acknowledgment contribute to enhancing self-motivation and fostering a desire among employees to set and achieve higher

goals. Employees feel more motivated to perform well when they know that their efforts will be recognized and appreciated by the organization.

The study of Nnamdi (2023) provides additional insights into the relationship between rewards, recognition, and employee engagement. Their meta-analysis of various studies indicates a strong positive correlation between rewards and recognition programs and employee engagement. Findings suggest that organizations that implement effective rewards and recognition programs experience higher levels of employee engagement, which, in turn, leads to improved organizational performance. This study underscores the significance of rewards and recognition not only in motivating individual employees but also in enhancing overall organizational outcomes.

Love and Belonging

Hence, workplace learning calls for an understanding of the dynamics at play when socio-material aspects are considered. To be more specific, workplace learning is nurtured both by relational, social, and cultural elements and by the material conditions in which actions and practices take place, in the connectedness of action or texture as temporal, spatial, bodily, and material. Belonging is critical for understanding individuals and the processes of inhabiting and contributing to the workplace. Belonging to the workplace and belonging at work are linked to the possibility of sharing practices in the community, creating meanings, participating in common goals, learning through participation, grasping new shapes of identity through relationships with others, and changing personal investments, representations, and growth. Workplace learning thus requires an understanding of the practices and places as the core spaces in which belonging materializes and community forms and develops. Workplaces act as mediators in people's experiences, transforming places into spaces. Regarding current organizational contexts, these spaces and places for employees to practice are expanding.

On January 5, 2024, Berfu Ulusoy expressed that when laborers feel included and acknowledged for who they are and can relate to their work environment culture, they have a sense of having a place at work. Be that as it may, a sense of having a place is a complex thought that different organizations characterize in diverse ways. The thought of having a place can be summed up as follows: agreeing to inquire about conducted by Coqual, a worldwide nonprofit think tank that addresses inclination and distinguishes impediments to progression for underrepresented communities in the workplace:

being seen—when specialists get laud, affirmation, and regard from their peers.

being connected—engaging in honest, good-hearted, and charming social associations with supervisors, senior pioneers, and staff members.

- Getting assistance from bosses and colleagues to guarantee that laborers have the assets they require to do their tasks feeling proud—when specialists interface with the mission, vision, and values of their organization.

Tony Bond (2022) asserts that an employee's sense of belonging in the workplace stems from their understanding that their organization and colleagues value and embrace their uniqueness. When individuals have a sense of belonging, they feel secure and can bring their authentic selves to work, enriching their daily experiences. It goes beyond mere recognition for their contributions or roles within the company; employees who feel they belong are valued for their entirety and distinctiveness.

Many individuals discover themselves longing to be made to feel vital and esteemed by the individuals in their lives. Think about the proposition that social association is imperative for mental and physical well-being, and feeling cared for by people in your life can be a portion of social association. This requirement

may be a portion of what analysts call "adore and having a place needs." You may lower your chances of mental well-being issues or physical well-being issues when your fundamental necessities are fulfilled. Neglected needs are not the causes of these circumstances, even though. You might feel more joyful and less alone knowing that you have others supporting you. It may feel simpler to meet your other requests because of your close ties. (by the BetterHelp Publication Group, October 23, 2023)

Lee Waller (2021) highlights the fundamental human need for belonging and its profound impact on mental well-being, behavior, self-esteem, anxiety, depression, and cognitive abilities. Denial of belonging exacerbates these issues. Belonging in the workplace is equally crucial, with implications for emotions, cognition, self-esteem, and performance. Research on belonging and social exclusion in the workplace underscores its significance. Not belonging at work negatively affects self-efficacy, self-esteem, and the coherence of self-concept, creating conflict between self-knowledge and behavior.

Suknunan et al. (2022) stated that employee productivity and work performance can be seen as determinants of organizational performance. The working connection between employees and their managers is one of the aspects that affect employee productivity and job performance. The impact of the manager-employee connection on improving productivity and performance is examined in this research. Positive interactions with managers are strongly associated with higher levels of motivation and output, whereas negative interactions are associated with lower levels of output.

Griffin et al., (2021) reveal that having supportive upper management has a significant impact on employee performance and satisfaction. The study reveals that employees feel empowered and confident when they can voice their concerns or problems without hesitation, attributing this to the coaching sessions and continuous feedback provided by upper management. Highlight the importance of mentorship programs and various opportunities for employee growth in fostering a supportive environment where employees feel valued and motivated to excel. The study underscores how evaluation and feedback serve as crucial tools for enhancing overall performance and aligning individual efforts with organizational goals. This research provides empirical evidence supporting the notion that supportive upper management plays a vital role in promoting employee well-being, performance, and organizational success.

Miles (2022) stated that the foundation of continuous improvement is the notion that coaching can support individuals and organizations during their journey. Continuous improvement is a constant endeavor, much like coaching. It is based on feedback, a solid corporate culture, and teamwork. However, to maintain proficiency, methods for continual improvement and support are also necessary.

Safety and Security

In their 2019 study, Mohammed Abuhashesh, Rand Al-Dmour, and Ra'ed Masa'deh discovered that job security significantly affects the rate of employee turnover. Employee retention and performance will both increase and the turnover rate will be significantly lower when workers believe their position is secure in the long run. Employees who feel secure in their jobs are more likely to make long-term plans for their personal life. This increases employee satisfaction, which boosts output. However, those who sense that their jobs are in jeopardy will swiftly begin to hunt for other employment.

Simply putting safety measures in place, employers may prevent accidents, maintain the physical health of their personnel, and ensure that they are capable of performing their jobs. Ensuring that there is no substantial risk to an individual's capacity to perform their job is a key component of work safety. Developing environments, abilities, and behaviors that promote productive work while reducing incidents harmful to employees and their companies is the main goal of occupational health and safety (Garcia-

Herrero et al., 2012). Employee behavior is influenced by safe working conditions, which may improve overall productivity and increase the likelihood that tasks will be completed without endangering personnel.

Safety needs, the second tier in Maslow's Hierarchy of Needs, encompass the human desire for physical and emotional security and stability. This includes protection from harm, a sense of order, and predictability in one's environment. Fulfilling safety needs provides individuals with a sense of assurance and allows them to focus on higher-level needs, such as social connections and self-esteem, without the constant concern for their safety. Whether it's a stable living environment, job security, or a reliable support system, meeting safety needs contributes to overall well-being and psychological balance. In an organization, "employers can meet these needs by ensuring employees are safe from physical, verbal or emotional hazards and have a sense of job security" (Silberstein 2017).

The workplace functions not only as a setting for work but also as a living space for all employees. When employees experience fulfillment and positivity in their professional roles, they willingly dedicate themselves to their tasks, ultimately enhancing organizational performance (Maslen, Citation2014; Ripamonti & Scaratti, Citation2015; Seo & Hong, Citation2022). A secure environment allows employees to focus on their responsibilities without concerns about their well-being, leading to increased productivity. Workplaces with higher safety measures witness fewer accidents, resulting in reduced occupational health costs, improved employee retention and satisfaction, decreased downtime, and shorter retraining periods. Moreover, the financial advantages encompass lower expenses related to injuries, compliance with legal requirements, and an enhanced organizational reputation. In summary, prioritizing safety not only protects employees but also positively impacts the efficiency and success of the entire organization.

Work environments dedicated to health and safety tend to witness increased productivity among workers. The presence of a safe and healthy workplace plays a role in enhancing employee satisfaction and promoting retention. Individuals are more inclined to remain with a company that prioritizes their safety. According to Barnay (2014) to advance the prevention of occupational health risks and foster the safety of employees in their workplace, it is crucial to gain a deeper understanding of the intricate interactions between work and health. Ensuring the well-being of employees through workplace health and safety measures is essential as it protects their overall health and enables them to effectively perform their job responsibilities.

According to the research conducted by Abror and Dina (2020), psychological safety has emerged as a crucial factor influencing organizational performance. The study highlights the significance of creating an environment where employees feel psychologically safe to express themselves, take risks, and innovate without fear of negative consequences. Findings reveal the positive impact of psychological safety on employee engagement, motivation, and overall well-being, ultimately contributing to organizational success. While the study primarily focuses on psychological safety, it indirectly emphasizes the importance of a positive physical environment as a supportive factor in enhancing employees' sense of safety and well-being. This aligns with the participants' agreement on the importance of psychological safety and a positive physical environment in facilitating a more enjoyable and productive work experience. Overall, the research supports the notion that fostering psychological safety and providing a conducive physical environment are critical aspects of promoting organizational performance and employee satisfaction in modern workplaces.

Sameer (2023) stated that one of the most important things in fostering organizational effectiveness is psychological safety. Individuals are more inclined to participate in cooperative problem-solving,

creativity, and innovation when they feel comfortable expressing themselves and taking chances. Organizations can enhance employee engagement, communication, and teamwork by fostering a psychologically secure environment. These improvements can eventually result in higher performance. Thus, to secure their long-term success, companies must establish a culture of psychological safety. Furthermore, employee satisfaction and absenteeism may decrease when they feel psychologically and physically safe in their work environment. Organizations can increase employee retention and lower absenteeism by fostering a supportive and valued work environment.

Physiological Needs

The foundation of the Hierarchy of Needs begins with the most fundamental requirement: physiological needs. Physiological needs are crucial because they form the foundation for human survival and well-being. Meeting these basic requirements, including air, water, and food, is essential for maintaining bodily functions and sustaining life. Without satisfying physiological needs, an individual's ability to focus on and pursue higher-level needs, as outlined in the Hierarchy of Needs, becomes compromised. For instance, the absence of food impedes optimal bodily function, directing all activities toward the urgent search for sustenance. As emphasized by Silberstein (2017), employers offering a minimum living wage address these fundamental needs, underscoring the paramount importance of meeting physiological requirements initially. Essentially, addressing physiological needs lays the groundwork for overall health enables employees to engage effectively in their work, and also helps them to social connections, self-esteem, and personal growth.

The most basic prerequisite for the Hierarchy of requirements is met by physiological demands. Because they are the basis for human survival and well-being, physiological demands are vital. Physiology is an essential foundation for meeting a person's needs. Physiological demands satisfy the most fundamental criteria for the hierarchy of requirements. Physiological demands are essential because they form the cornerstone of human life and well-being. To motivate themselves to perform better, everyone needs to feel fulfilled in their profession. Meeting these basic requirements, including air, water, and food, is essential for maintaining bodily functions and sustaining life. Without satisfying physiological needs, an individual's ability to focus on and pursue higher-level needs, as outlined in the Hierarchy of Needs, becomes compromised. According to Handayani et al. (2020) when needs are met, job satisfaction will be created. For instance, the absence of food impedes optimal bodily function, directing all activities toward the urgent search for sustenance.

As emphasized by Silberstein (2017), employers offering a minimum living wage address these fundamental needs, underscoring the paramount importance of meeting physiological requirements initially. Essentially, addressing physiological needs lays the groundwork for overall health enables employees to engage effectively in their work, and also helps them to social connections, self-esteem, and personal growth. For instance, the company's overarching goals are to turn a profit and attempt to continue operating. The staff is one of the most crucial components in achieving this aim because the business cannot function properly if we rely just on technology without adequate resources.

As stated by Nurjanah, U., and Suherman, E., (2022) human behavior needs to align with organizational objectives to motivate employees to perform harder. When the fundamentals of physiology, such as eating, drinking, living, appreciation, and relationships, are well satisfied, one's degree of satisfaction and motivation begins to rise. Similarly, in the field of education, citizens require a sense of accomplishment to drive themselves to perform better.

Binti, J., 2021), which concludes that the significance of addressing physiological needs as a foundation for human well-being and performance is evident across various domains, from the workplace to education. As highlighted by research and observations, meeting basic requirements such as food, water, and a living wage not only sustains life but also lays the groundwork for higher-level aspirations. Whether in a professional setting or educational environment, acknowledging and fulfilling physiological needs fosters satisfaction, and motivation, and ultimately contributes to individual and collective success.

According to the study conducted by Lukas (2020) professional growth and learning opportunities are significantly influenced by mentorship and peer support. Research reveals that a majority of participants recognize mentorship and peer support as essential elements for both personal and professional development. The study underscores how interactions with mentors and peers contribute to skill development, knowledge acquisition, and career advancement.

According to Bushiri (2017), employee behavior can be affected by the work environment, which demonstrates effectiveness and productivity in the organization. This study likely provides insights into how organizational culture, including factors like a family-oriented culture and a friendly work environment, influences employee behavior, effectiveness, and productivity.

The study of Jie (2023) delves into the role of family-supportive supervisor behaviors (FSSB) in influencing various employee work outcomes, such as productivity, job satisfaction, and overall well-being. Although it doesn't directly address organizational culture, it sheds light on how supportive environments, whether at the supervisor or broader organizational level, positively affect employees. Findings resonate with the notion that a welcoming work atmosphere contributes to goal attainment and employee well-being. Their research underscores how supportive behaviors contribute to employees feeling valued and motivated, promoting a positive workplace where employees feel encouraged and supported. Moreover, findings reinforce the idea that supportive environments enhance employee well-being, thus influencing organizational success.

According to Parashakti et al., (2019) stated that the work environment influences the increase of employee morale (motivation) for employees to work their abilities and expertise optimally to achieve company goals. This study examines how competence and the work environment affect motivation and how that affects worker performance. Preliminary research has been done to compile this study. Starting with the work environment variables, the study employs assessment indicators on two independent variables: workplace illumination, air circulation in the workroom, workplace cleanliness, and employee interactions. The assessment variables on mediating variables measure employee motivation in working through the level of physiological, security, social, appreciation, and self-actualization needs, whereas the next competency variables are knowledge, skills, self-concept, self-characteristics, motivation, experience, personality characteristics, beliefs, and values.

Compensation and Benefits

Rizwan et al. (2013) state that several elements, such as work satisfaction, pay, training, development, job security, organizational structure, and performance reviews, have an impact on employee performance. Managers implement motivation-related policies to enhance effective job management within organizations. Adequate compensation and benefits significantly impact employee motivation, addressing both financial and personal needs. Competitive salaries, bonuses, and additional perks contribute to increased job satisfaction, loyalty, and overall morale, ultimately boosting motivation, engagement, and productivity.

As per Mishra and Dixit (2013), the performance of employees in an educational reward system is closely associated with both financial and non-financial rewards and benefits. Another factor contributing to employees' increased job satisfaction is the positive association between performance and rewards. Job satisfaction, in turn, results in success and a sense of accomplishment in the workplace. Additionally, it is linked to increased productivity, heightened efforts by employees, and the cultivation of feelings of happiness, enthusiasm, and fulfillment. In essence, integrating financial and non-financial rewards provides a comprehensive approach to motivating employees, addressing both their tangible and intangible needs. This all-encompassing strategy promotes a positive workplace culture and may have a favorable impact on output and performance as a whole.

As per Sudaryo et al. (2018), organizational compensation yields various impacts, such as enhancing productivity and output, motivating increased effort from employees, facilitating job assessment, supporting work-life balance, elevating employee morale, fostering organizational communication, aiding problem-solving, and encouraging heightened employee dedication. In essence, a just and well-designed compensation system significantly contributes to an organization's overall success and positive reputation. Allocating resources to fair compensation can also lead to decreased turnover costs linked to recruitment, training, and productivity loss resulting from employee turnover.

Dessler (2014, 2019) defines employee benefits and compensation as a range of payments that go beyond an employee's usual salary or earnings and are given in connection with their work. This encompasses direct financial contributions like bonuses, profit-sharing, and the 13th payment, as well as indirect financial provisions such as medical coverage, health insurance, and paid vacations. Organizations often employ a combination of financial and non-financial incentives to create a comprehensive approach to employee compensation. This strategy aims to address both the tangible and intangible aspects that contribute to fostering workplace satisfaction and enhancing worker productivity.

The workforce stands as a pivotal element in the success of any organization. The achievement of an organization is impossible without a certain degree of dedication and exertion from its employees. According to the research conducted by Sheila Wambui Njoroge and Josephat Kwasira (2015), the implemented compensation strategy, which links pay to knowledge, proved effective, inspiring employees to pursue further education and consequently improving their performance. Providing competitive and fair remuneration packages to employees serves as a means of conveying the organization's appreciation for their dedication and effort. Furthermore, it communicates to employees that they are esteemed members of the team and that their contributions to the company are acknowledged by their supervisors.

Mabaso et al., (2017) stated that compensation and benefits satisfaction significantly influence employee engagement and organizational commitment. The study reveals that employees express satisfaction with the competitive nature of their compensation, highlighting the importance of providing competitive compensation packages to attract and retain talent.

A study by Beg (2023). Employee benefit programs can provide a positive impact on employees' work experience by fostering a sense of stability, assisting in the successful balance of work and personal life, demonstrating employer concern, encouraging good health, and providing opportunities for learning and development. It also provides further insights into the importance of employee benefits plans in addressing employees' current and future needs. This suggests that companies that offer comprehensive benefits plans, including mandatory government benefits like PhilHealth, Pag-IBIG, and SSS, contribute to employees' overall well-being and satisfaction. Findings The effect of commission systems on worker motivation and output is examined by Heathfield (2022). Their analysis reveals that employees appreciate commission

structures as they allow them to earn based on performance, contributing to a competitive compensation package. The research suggests that a performance-based compensation system motivates employees to perform well and aligns their efforts with organizational goals. This study gives the importance of designing compensation structures that not only attract talent but also incentive high performance and drive organizational success.

Career Development Opportunities

According to Jia-jun and Hua-ming (2022), organizational engagement of knowledge workers is positively impacted by career advancement. According to them, employee engagement is positively impacted by affective commitment, which is positively impacted by it as well. The impact of occupational growth on engagement is mediated by affective commitment. Affective commitment and professional advancement were favorably mediated by perceived organizational support.

The findings of Al Balushi, Thumiki, and Gajenderan (2022), showed that career advancement opportunities are a crucial source of motivation for employees to promote retention and lower attrition intentions. The results additionally validate that there is a considerable mediating influence of effective and ongoing commitment in the relationship between employees' intention to leave and career progress, contribution, and uniqueness value.

Karvardar (2014) suggests that his research reveals a detrimental relationship between the desire to leave a job and several aspects of organizational career advancement, including progress in career goals, development of professional skills, speed of promotion, and increase in compensation. Furthermore, the study found that both salary increases and enhancements in professional abilities notably influenced the intention to leave a job.

The research conducted by Bai and Liu (2018) illustrates that employee career advancement plays a crucial role in enhancing organizational identity and increasing work engagement. They argue that the connection between career progression and organizational identification is positively influenced by the alignment of personal values with those of the organization. To summarize, the effect of career advancement on organizational identification becomes more pronounced when there is a stronger alignment between personal values and those of the organization.

The study of Goh and Muda (2023), shows that the results highlight how crucial professional development programs and career growth opportunities are to raising employee satisfaction and lowering attrition. To enhance employee retention efforts, organizations should review their retention strategy and take into account additional factors impacting the intention to leave.

According to Thinkdom's study (2023), training programs are essential in improving skills and retaining employees within organizations. The research underscores the importance of various initiatives, including building confidence in communication, providing tailored onboarding for specific accounts, coaching on performance feedback, fostering teamwork, and offering leadership training to develop essential employee skills. Consequently, employees become more dedicated to the organization, acknowledging the role of training in boosting their skills and advancing their careers. A corporate culture relies on retaining employees.

Resopro's study (2023) highlights the positive influence of thoughtfully crafted training programs on augmenting employee skills and performance. The research suggests that these initiatives not only elevate job satisfaction but also bolster employee retention rates. Through the investment in training programs, organizations strategically cultivate their talent pool and cultivate a nurturing environment for employee

growth and development. This underscores the significance of prioritizing training initiatives as a method to nurture talent and sustain a proficient workforce, ultimately playing a pivotal role in the long-term prosperity of the organization.

A study by Blog (2023) delves into the influence of leadership training and seminars on fostering leadership skills within organizations. Their research proposes that organizations emphasizing leadership development initiatives cultivate a pool of capable leaders, crucial for both employee retention and organizational triumph. This study underscores the significance of leadership training as a strategy for enhancing skills, thereby bolstering employee commitment and organizational success. By prioritizing leadership development, companies not only empower their workforce but also fortify their competitive edge in the ever-evolving business landscape.

Company Culture

In their 2019 study, Mohammed Abuhashesh, Rand Al-Dmour, and Ra'ed Masa'deh uncovered a negative correlation and a significant impact between stress and employees. They identified various factors, such as having an adversarial supervisor, communication breakdowns, inadequate training, unclear job roles, and conflicting responsibilities, as contributors to heightened work-related stress. Consequently, excessively high-stress levels naturally lead to decreased employee performance.

The empirical results of Asiedu's (2015) study demonstrate that organizational cultures that value growth opportunities, incentives, communication, and supervision tend to cause employees to adopt a different perspective and contribute to the firm's competitive advantages.

Llanos, Roldan, Rodriguez, and Antonio (2017) define organizational culture as the environment within which individuals work, shaping their actions, thoughts, and overall experiences in the workplace. They highlight that organizational culture can vary significantly between and within different firms or departments.

Prayogo, Diza, Prasetyaningtyas, and Maharani study (2020) Organizational culture has the power to bring out the best in workers and create wonderful work settings, but it can also bring out the worst in workers and create a stressful and high-stress work environment.

According to a 2017 study by Kucharska, Wioleta, Wildowickz, and Anna, organizational culture is a critical factor in determining whether or not an organization's performance improvement efforts are successful. In the context of the network economy, a culture that values cooperation, democracy, and a strong feeling of identity among employees is thought to be the most important.

Wilson's (2023) study highlights the importance of a workplace characterized by a Family-Oriented Culture in nurturing employee engagement and well-being. The findings reveal that a culture marked by consideration, flexibility, and inclusivity has a positive effect on employee satisfaction and overall well-being.

Smyth's (2023) research emphasizes the growing importance of cultivating a welcoming workplace environment. Companies are acknowledging the pivotal role of embracing diversity among their employees. The study explores different facets of creating an inclusive culture, emphasizing its significance for overall prosperity and suggesting methods to help organizations attain it. In the modern interconnected world, diversity and inclusion are essential elements for organizational triumph. Companies that give priority to diversity and inclusion foster an atmosphere where staff members feel appreciated, esteemed, and empowered.

A study by Shelke et al. (2023) stated that an organization can gain important insight into the role that rewards play in raising employee engagement. The relationship between perceived total remuneration and "work happiness," which was strongly correlated with workplace satisfaction, was mediated only by increased job engagement. This examines the impact of engagement initiatives, such as icebreakers and activities, on workplace happiness. The study reveals that fostering a positive atmosphere and emphasizing happiness in the workplace through such initiatives contribute to employee satisfaction and well-being.

Job Satisfaction

Ryanto, Herdi, and Elisha (2021), The researchers concluded that the findings have managerial ramifications since they highlight the need to motivate employees to be more proactive and creative to increase high employee involvement and make it easier to accomplish the intended outcomes.

Riyanto, S. (2021), highlights that motivation serves as the driving force that ignites an individual's passion for their work, encouraging them to collaborate, perform effectively, and fully invest their efforts to attain satisfaction. Addressing employee needs emerges as a crucial element in fostering incentives for employees to excel, thereby facilitating the achievement of organizational objectives in the long run.

In Riyanto, Setyo, Endri, and Herlissha's study (2021), it is revealed that motivation and job satisfaction exert a positive and notable influence on employee performance. While direct worker involvement alone doesn't directly impact employee performance, its influence can be significant when mediated through motivation and job satisfaction. This mediation pathway demonstrates a considerable impact on enhancing employee performance.

Zayed, Nurul, Rashid, Mamunur, Darwish, Saad, Faisal-E-Alam, Md, Nitsenko, Vitalii, and Islam, K. M. (2022), assert that high levels of employee satisfaction play a pivotal role in facilitating the timely attainment of company objectives. Moreover, they stress the significance of considering how employees' intrinsic goals and the structure of the compensation system vary significantly based on factors such as age, gender, educational level, and professional experience.

Erşahan, B., Bakan, İ., Buyukbese, T., & Sezer, B. (2014) conducted a study on the impact of job satisfaction on occupational commitment and job performance. Their findings suggest that academic administrators can cultivate a conducive organizational climate that boosts job satisfaction. This, in turn, leads to increased levels of occupational commitment and job performance among academic staff.

Yadav et al. (2023) conducted a study indicating that the Job Satisfaction Factor is significantly shaped by a workplace culture that nurtures a feeling of belonging and camaraderie. The research identifies compensation and the consideration shown by upper management, particularly in addressing personal matters, as crucial elements influencing job satisfaction. The HR department is specifically noted as setting a positive example in this aspect.

Chan et al., (2020) examine the importance of opportunities for voicing opinions and personal and professional growth in job satisfaction. Their empirical analysis indicates that organizations promoting employee voice and providing avenues for personal and professional development experience higher levels of job satisfaction emphasizing the crucial role of a supportive and family-oriented environment, compensation, and upper management's consideration, as well as opportunities for personal.

Retention Plan

Hussain, T., & Saleem, S.M. 2014, findings showed that software companies with higher employee retention rates also have higher quality of work life. To achieve higher employee retention rates,

organizations must plan, design, and implement a supportive work environment and competitive job opportunities.

According to Harish K. Padmanabhan, and Madhulika A. 2019, retaining a highly talented and potential employee is an asset for an organization. Every organization invests time and money in the development of the employee to make them equipped with their culture and system. Employee Retention is a continuous process in which employees are encouraged to stay back in the organization for a longer period 43 of time. Hence, high employee turnover of an employee results in a loss of knowledge and skills and leaves a negative impact on the goodwill of the organization. Retaining skilled employees is vital to the success of HR Professionals.

Creating a well-structured employee retention strategy is crucial for effectively managing turnover. According to Sadaf Zahra et al. (2013), factors like motivation, competitive compensation, supervisory support, and career development programs play a significant role in reducing turnover intention. Therefore, implementing a thoughtful retention plan is essential for fostering stability, cultivating a positive work atmosphere, and ensuring the sustained success of a company.

Employment Experiences

The term "employee experience" encompasses all of an employee's interactions in the workplace, including relationships with colleagues, interactions with managers, and engagement with software. It is a broad concept that covers employee life cycle management, identity management, improved workplaces, and more. According to a Gartner report, a positive employee experience leads to customer satisfaction, profitability, productivity, work performance, and worker retention (Rodenhuis, 2019). Content and satisfied employees are the outcomes of a positive employee experience throughout various phases of the life cycle. This positively influences company culture and contributes to improved business performance. Organizations that put a high priority on fostering a healthy work environment stand to gain in terms of employee retention, productivity, and general success.

Raymond CG (August 31, 2023), employees can only deduct expenses specified in the Act in computing their employment income. In general, employees may claim expenses if the employment contract requires them to pay their expenses, if they are usually required to work away from their employer's place of business, and if they do not receive a non-taxable allowance for traveling expenses. The employer must certify that the employee's working conditions enable him/her to deduct certain expenses.

According to Goswami, S., & Goswami, B.K. 2020, the methods of engagement and experience are essentially based on outdated conceptions that are becoming less applicable in today's workplace. Although the idea of customer experience has been effectively used to increase employee engagement, which will help to improve the product's marketability, management still needs to look for novel and creative ways to change their focus from employee engagement to employee experience to achieve their goals. Thus, the purpose of this article is to shed some light on how organizations can engage their workforce and achieve higher performance by providing them with a world-class work environment.

Synthesis

The literature review for our research paper draws insights from a variety of studies related to career development, company culture, job satisfaction, and employee retention. Noteworthy contributions include research on the impact of career growth on employee engagement, organizational commitment's role in career growth and turnover intention, and the influence of career growth on work engagement.

Additionally, studies on company culture explore its effects on job satisfaction and organizational agility. Career Development Opportunity (Zhu, J., & Song, H. 2022, March 17). The Impact of Career Growth on Knowledge-Based Employee Engagement: The Mediating Role of Affective Commitment and the Moderating Role of Perceived Organizational Support. *Frontiers in Psychology*. (Al Balushi, A.K., Thumiki, V.R., Nawaz, N., Jurčić, A., & Gajenderan, V. 2022) Role of organizational Commitment in career growth and turnover intention in the public sector of (Oman. *PLoS ONE*, 17. Karavardar, G. 2014). Organizational Career Growth and Turnover Intention: An Application in Audit Firms in Turkey. *International Business Research*, (Bai, J., and Liu, J. 2018) A Study on the Influence of Career Growth on Work Engagement among New Generation Employees. *Open Journal of Business and Management* (Goh, A., & Muda, A.L. 46 2023). The Effect of Career Growth on Employee Turnover Intention in Sarawak Construction Industry. *Journal of Cognitive Sciences and Human Development*. Company Culture (Mohammed Abuhashesh, Rand Al-Dmour and Ra'ed Masa'deh 2019)," Factors that Affect Employees Job Satisfaction and Performance to Increase Customers' Satisfactions", *Journal of Human (Resources Management Research*, Vol.2019) Organizational Culture and Employee Job Satisfaction: A Critical Source of Competitive Advantage. A Case Study in a Selected Banking Company in Oxford, a City in the United Kingdom. *International Journal of Economics and Management Sciences*, (Felipe Llanos, Carmen & Roldán, José & Leal-Rodriguez, Antonio. (2017). Impact of Organizational Culture Values on Organizational Agility. *Sustainability*. (Prayogo, A., Diza, T., Prasetyaningtyas, S.W., & Maharani, A. 2020). A Qualitative Study Exploring the Effects of Job Analysis and Organizational Culture toward Job Satisfaction in a Coffee Shop. *Open Journal of Business and Management*. (Kucharska, Wioleta & Wildowicz, Anna. 2017). Company Culture, Knowledge Sharing, and Organizational Performance. The Employee's Perspective. *Job Satisfaction Riyanto, (Setyo & Endri, Endri & Herlissha, Novita. 2021). Effect of work motivation and job satisfaction on employee performance: Mediating role of employee engagement. Problems and Perspectives in Management. (Rahayu, Runik & Hasaniyah, Alfi & Fitrianti, Rani. 2023) The Effect of Work Motivation, Employee Engagement and 47 Work Facilities on Employee Satisfaction at PT Marinal Indo Prima. International Journal of Social Science and Human Research. (Riyanto, Setyo & Endri, Endri & Herlissha, Novita. 2021). Effect of work motivation and job satisfaction on employee performance: Mediating role of employee engagement. Problems and Perspectives in Management. (Zayed, Nurul & Rashid, Mamunur & Darwish, Saad & Faisal-E-Alam, Md & Nitsenko, Vitalii & Islam, K. M.. 2022). The Power of Compensation System (CS) on Employee Satisfaction (ES): The Mediating Role of Employee Motivation (EM). (Buyukbese, T., Erşahan, B., & Sezer, B. 2014). Effects of Job Satisfaction on Job Performance and Occupational Commitment. *International Journal of Management and Information Technology*. Retention Plan (Hussain, T., & Saleem, S.M. 2014). Do Employees' Job Satisfaction, Involvement, and Commitment Mediate the Relationship Between Quality of Work Life and Employees' Retention Employment Experiences (Goswami, S., & Goswami, B.K. 2020). Exploring the Shift from Employee Engagement to Employee Experience in Improving Organisational Performance. The synthesis will integrate findings from diverse sources, emphasizing the interconnected nature of career development, company culture, and employee satisfaction. This comprehensive approach aims to inform our research on creating an effective retention plan by understanding the intricate relationships between these factors and their implications for organizational success. The fore-cited literature and 48 studies were deemed to be the current study in as much as they gave deeper insights into the issues being tackled. It is rich in information from which the research problems were fully discussed.*

CHAPTER 3

Research Methodology

This chapter outlines the process and methodology that will be used in the study. In this chapter, the following will be discussed: research design, research locale, population and sampling, participants of the study, data gathering procedure, instrumentation, validation or research instrument, ethical considerations, and treatment of qualitative data.

Research Design

This study uses a qualitative research approach, narrative inquiry, which involves the thorough analysis and interpretation of the stories that individuals share. This method aims to gain insightful perspectives into the unique dimensions of human experiences, exploring the cultural, social, or personal contexts woven within individual or collective narratives.

Additionally, the narrative inquiry will help the researchers to unravel the complexities of an individual's experiences. It will help the researchers to know more about cultures and social things. This method will help the researchers uncover deeper meanings, diverse perspectives, and subtle details within the stories that employees will tell.

Participants of the Study

The participants of this study will be purposively selected employees who meet specific qualifications relevant to the research assumption. Specifically, individuals with at least one year of employment experience in the organization and who have demonstrated consistent performance will be considered. Additionally, participants will represent various departments and job roles within the organization to ensure a diverse range of perspectives. The actual sample size for the study will consist of no more than 10 participants, chosen deliberately to provide in-depth insights into the employment experiences within the organization.

Research Locale

The study was conducted under a BPO company located at Brgy. Pulo, Cabuyao, Laguna. The participants will be participating in a face-to-face interview at the said location.

Population and Sampling

The target participants of this study will be the 10 selected employees of the Understudy company.

Research Instrument

This study will use semi-structured - interviews as the research instrument. These questionnaires will be distributed among employees from various departments to assess the influence of motivation on employee retention. The data collected through these surveys will reinforce the research findings and is specifically aimed at gathering insights from the company across different departments about how employee motivation impacts retention.

Guide Interview Questions

1. How does the work environment affect your ability to accomplish your goals? Elaborate your evaluation of the general physical well-being in your workplace.

2. Do you agree that both the psychological safety and the physical environment in your workspace contribute to your overall safety and well-being? Provide some examples of potential risks, if any, in your workplace. Explain how safe you feel in your workplace.
3. How do you benefit from mentorship or support structure within the organization? Do you feel any connection between this mentorship and your career advancement? Elaborate.
4. Cite recent achievement/s or project/s that instilled a sense of pride in you. How did the acknowledgment, or its absence, impact your drive and job contentment?
5. How does the company aid your quest for personal and professional growth? How satisfied are you with your current role in terms of personal development and self-enhancement?
6. In your current workplace, does the company provide competitive compensation and benefits packages? If yes, kindly specify which employee benefits plan meets your current requirements and elaborate on how it addresses your future needs. If not, what employee benefits do you recommend for your current company?
7. Does the company you work for offer any program or training to further develop your skills and expand your career opportunities? If so, could you share any specific programs or training that have been particularly beneficial in advancing your skill set and career aspirations within the company, and please explain how it is helpful? If not, what suggestions do you have for the company? How could they improve?
8. How will you describe the company culture at your workplace? What other values, norms, or practices do you wish to have in your company? Explain Why.
9. Are you satisfied with your job? If yes, what makes you satisfied with your job and stay here in this company? If not, what suggestions do you have for the company to make you satisfied? How could they improve? Explain.

Validation of Instrument

The research interview questions were validated by four professors from UPHSD Calamba Campus namely: Mr. Bernardo N. Fernandez II, Ms. Psy, RPM, Mr. Emillio D. Casulla, MPA, DBA, and Mr. Daniel B. Ogayon. After validation, the researchers conducted an interview and interviewed 10 persons at a BPO company in Brgy. Pulo Cabuyao,

Data Gathering and Procedure

In the research study on navigating the employment experiences of selected employees for a retention plan. The chosen approach of conducting face-to-face interviews with participants in the research study on navigating the employment experiences of selected employees for a retention plan allows for a personalized and thorough exploration of their perspectives. This method is instrumental in gathering valuable insights that will inform the development of an effective retention strategy. By interviewing each participant individually and obtaining their consent through a provided letter, we ensure their willingness to engage in the process. The use of voice recordings to capture responses and pictures as evidence of the conducted interviews enhances the credibility and completeness of the gathered data. This comprehensive data collection process positions the study to yield robust findings for shaping a targeted and impactful employee retention plan.

Ethical Consideration

Ethical issues are addressed as this study required the participation of employees of the Understudy Company. The consideration of these issues was essential to ensure the privacy and security of participants. Consent, confidentiality, and data protection are significant ethical issues in the research process. Proper communication of all the details is observed, and the study aims to secure the consent of the respondents. The participants understood their role in the study by thoroughly explaining the important details. Participants are assured that the gathered data is treated with utmost confidentiality and that all participants are treated fairly. Hence, only relevant information needed to answer the specific research questions is disclosed. Writing the participant's name is optional, and any personal information voluntarily provided was treated with the utmost confidentiality.

Treatment of Qualitative Data

The researcher will use thematic analysis which is a method that involves systematically identifying, analyzing, and reporting patterns (themes) within data. It offers a flexible approach suitable for exploring complex phenomena such as employment experiences. Utilize data collection methods such as interviews, focus groups, and observations to gather rich, in-depth data on selected employees' employment experiences. Ensure that data collection methods align with the research objectives and ethical considerations. The immersion into the data will involve repeated readings and coding, capturing both deductive and inductive insights. Grouping similar codes will enable the identification of potential themes, which will be rigorously reviewed, defined, and named to accurately reflect the complexities of employees' experiences. Throughout the analysis, efforts will ensure the credibility, dependability, and transferability of findings through techniques like member checking and peer debriefing. Ethical considerations, including confidentiality and informed consent, will be paramount. Ultimately, the thematic analysis will yield nuanced insights into the employment experiences of selected employees, informing the development of a retention plan tailored to their needs and aspirations.

CHAPTER 4

Presentation, Analysis, and Interpretation of Data

This chapter presents the interpretation and analysis of data gathered in this study. This study aimed to thoroughly investigate the significant impact of employee motivation and other factors on retention. This research is guided by the following questions:

Table. 1 Interview Question No. 1

How does the work environment impact your capacity to accomplish your goals? Elaborate your evaluation of the overall physical well-being in your workplace.

THEMES	RESPONSES
<p>THEME 1: Family-Like and Friendly Work environment</p>	<p>Employee 1 <i>“We do apply the family treatment here and it has a big impact when it comes to being excited about going to work.”</i></p>
	<p>Employee 2 <i>“It comes with the people that already knew you as a family”</i></p>
	<p>Employee 3 <i>“Since you got this family-oriented and friendly environment, you wouldn’t feel stressed at all”</i></p>
	<p>Employee 4 <i>“With the environment here in our company we have like <u>family</u>”</i></p>
	<p>Employee 5 <i>“<u>mahalaga na hindi toxic yung nasa company at parang family kasi turing nila dito.</u>”</i></p>

Table 1 presents the theme “Family Like and Friendly Work Environment” which emerged as a result of the respondents’ indications that achieving their objectives is significantly impacted by their working environment. The company’s family-oriented culture, which fosters a good and encouraging environment, is emphasized by the participants as one of the key factors in their success. Every firm needs a comfortable work environment because it promotes productivity, reduces stress, and enhances employees’ overall well-being. Having a welcoming and stress-free environment is another important component in lowering stress and improving general well-being.

According to Bushiri (2017), employee behavior can be affected by the work environment, which demonstrates effectiveness and productivity in the organization. This study likely provides insights into how organizational culture, including factors like a family-oriented culture and a friendly work environment, influences employee behavior, effectiveness, and productivity.

The study of Jie (2023) delves into the role of family-supportive supervisor behaviors (FSSB) in influencing various employee work outcomes, such as productivity, job satisfaction, and overall well-being. Although it doesn’t directly address organizational culture, it sheds light on how supportive environments, whether at the supervisor or broader organizational level, positively affect employees. Findings resonate with the notion that a welcoming work atmosphere contributes to goal attainment and employee well-being. Their research underscores how supportive behaviors contribute to employees feeling valued and motivated, promoting a positive workplace where employees feel encouraged and supported. Moreover, findings reinforce the idea that supportive environments enhance employee well-being, thus influencing organizational success.

According to Parashakti et al., (2019) stated that the work environment influences the increase of employee morale (motivation) for employees to work their abilities and expertise optimally to achieve company goals. This study examines how competence and the work environment affect motivation and how that affects worker performance. Preliminary research has been done to compile this study. Starting with the work environment variables, the study employs assessment indicators on two independent variables: workplace illumination, air circulation in the workroom, workplace cleanliness, and employee interactions. The assessment variables on mediating variables measure employee motivation in working through the level of physiological, security, social, appreciation, and self-actualization needs, whereas the next competency variables are knowledge, skills, self-concept, self-characteristics, motivation, experience, personality characteristics, beliefs, and values.

Table. 2 Interview Question No. 2

Do you agree that both the psychological safety and the physical environment in your workspace contribute to your overall safety and well-being? Provide some examples of potential risks, if any, in your workplace. Explain how safe you feel in your workplace.

THEMES	RESPONSES
	<p>Employee 6 <i>“Since sa trabaho namin is laging puyat o kulang sa tulog kasi panggabi prone rin kami sa paghina ng immune system so pwede kaming mag ka sakit kumbaga”</i></p>
	<p>Employee 4 <i>“Of course nakakaapekto siya sa well-being and safety since we are staying here for almost 8 to 10 hours you don't know what will happen next”</i></p>

THEME 2: Risks and Adaption to Shift Work	Employee 5 <i>“Sa bpo talaga lagi kulang sa tulog siguro ayun ang risk sa health pero may 2 days rest day naman kami”</i>
	Employee 1 <i>“We work for five days a week and we have two days rest day. I’m probably comfortable when it comes to safety.”</i>
	Employee 2 <i>“It’s just giving you psychological safety at the same time when you go to the workplace that you feel more comfortable.”</i>
	Employee 3 <i>“But since this is a family-oriented and friendly zone naa-uplift naman namin sila.”</i>
	Employee 9 <i>“Ahm psychological yes and physical environment agree kami don na nakakacontribute sya ng safety and well being namin as employee”</i>
	Employee 10 <i>“lalo na sa empleyado pag Nakita mo yung good environment sa isang trabaho at alam mong safe ka at walang huhusga sayo.”</i>

Table 2 illustrates the first theme “Risk And Adaption to Shift Work” was the result of some of the respondents indicating that they acknowledge the physical risks associated with shift work and potential health issues. The second theme “Agreement on the Importance of Psychological Safety and Physical Environment” the results of other participants indicate that participants agree on the importance of psychological safety and a positive physical environment. A workplace that fosters psychological safety allows employees to navigate without hesitation. Feeling comfortable and safe encourages a more enjoyable work experience.

According to the research conducted by Abror and Dina (2020), psychological safety has emerged as a crucial factor influencing organizational performance. The study highlights the significance of creating an environment where employees feel psychologically safe to express themselves, take risks, and innovate without fear of negative consequences. Findings reveal the positive impact of psychological safety on employee engagement, motivation, and overall well-being, ultimately contributing to organizational success. While the study primarily focuses on psychological safety, it indirectly emphasizes the importance of a positive physical environment as a supportive factor in enhancing employees' sense of safety and well-being. This aligns with the participants' agreement on the importance of psychological safety and a positive physical environment in facilitating a more enjoyable and productive work experience. Overall, the research supports the notion that fostering psychological safety and providing a conducive physical environment are critical aspects of promoting organizational performance and employee satisfaction in modern workplaces.

In addition, Sameer (2023) stated that one of the most important things in fostering organizational effectiveness is psychological safety. Individuals are more inclined to participate in cooperative problem-solving, creativity, and innovation when they feel comfortable expressing themselves and taking chances. Organizations can enhance employee engagement, communication, and teamwork by fostering a psychologically secure environment. These improvements can eventually result in higher performance. Thus, to secure their long-term success, companies must establish a culture of psychological safety. Furthermore, employee satisfaction and absenteeism may decrease when they feel psychologically and

physically safe in their work environment. Organizations can increase employee retention and lower absenteeism by fostering a supportive and valued work environment.

Interview Question No. 3

How do you benefit from a mentorship or support structure within the organization? Do you feel any connection between this mentorship and your career advancement? Elaborate.

THEMES	RESPONSES
<p>THEME 4: Coaching and Continuous Improvement</p>	<p>Employee 2 <i>“Well people just feel mentored and feel motivated if the people above are just giving and caring for those fellowships.”</i></p>
	<p>Employee 6 <i>“Nakakapag bigay ng benefits yung pagmentor example is yung sa TL namin or team leader namin sa campaign is nagbibigay siya ng support kung may hindi kami alam pwede kami magtanong anytime”</i></p>
	<p>Employee 3 <i>“If in case there's things na alam nila medyo tagilid ka they will approach you, ask you what happened or they will comfort you”</i></p>
	<p>Employee 4 <i>“Yeah I have great bosses sobrang supportive ng upper management name that's why we are staying here and we continue to work for them”</i></p>
	<p>Employee 5 <i>“..training palang nararamdaman nanamin yung pag mentor kagaya ko wala naman ako alam sa pagiging call center agent first time ko sa field na to at natutunan ko talaga sya sa tulong ng mga mam and sir”</i></p>
	<p>Employee 9 <i>“Yung mentorship kasi same as coaching session so yung ahm coaching session naman namin when it comes sa ano sa performance namin ahm nakikita namin yon na yung benefit nya is nagiging helpful sya ”</i></p>
	<p>Employee 7 <i>“..hindi sila natigel na icoach kami para mas lumawak pa yung mga kaalaman at skills namin”</i></p>

Table 3 shows that the theme “Coaching and Continuous Improvement” emerged as a result of many respondent’s indications that in their company they have supportive upper management where they don’t have to be hesitant when they have concerns or problems. Coaching sessions and continuous feedback contribute to identifying problems and finding solutions. The company provides various opportunities for employee growth, including mentorship programs. Evaluation and feedback serve as tools for enhancing overall performance and achieving organizational goals.

To support, Suknunan et al., (2022) stated that employee productivity and work performance can be seen as a determinant of organizational performance. The working connection between employees and their managers is one of the aspects that affect employee productivity and job performance. The impact of the manager-employee connection on improving productivity and performance is examined in this research. Positive interactions with managers are strongly associated with higher levels of motivation and output, whereas negative interactions are associated with lower levels of output.

Moreover, Griffin et al., (2021) reveal that having supportive upper management has a significant impact on employee performance and satisfaction. The study reveals that employees feel empowered and confident when they can voice their concerns or problems without hesitation, attributing this to the coaching sessions and continuous feedback provided by upper management. Highlight the importance of mentorship programs and various opportunities for employee growth in fostering a supportive environment where employees feel valued and motivated to excel. The study underscores how evaluation and feedback serve as crucial tools for enhancing overall performance and aligning individual efforts with organizational goals. This research provides empirical evidence supporting the notion that supportive upper management plays a vital role in promoting employee well-being, performance, and organizational success.

In addition, Miles (2022) stated that The foundation of continuous improvement is the notion that coaching can support individuals and organizations during their journey. Continuous improvement is a constant endeavor, much like coaching. It is based on feedback, a solid corporate culture, and teamwork. However, to maintain proficiency, methods for continual improvement and support are also necessary.

Table 4. Interview Question No. 4

Highlight any recent accomplishment/s or project/s that has made you proud. Explain how receiving recognition, or the lack thereof, has influenced your motivation and job satisfaction.

THEMES	RESPONSES
THEME 5: REWARD AND RECOGNITION	Employee 2 <i>“They just conduct the R&R which is called Rewards and Recognition. So, in that way, people are being acknowledged in what their achievements”</i>
	Employee 8 <i>“maraming binibigay ng staff samin pagka nagkakaroon kami ng mga achievements like certificate tapos siguro nung naging sales associate ako naging top agent ako napromote din ako”</i>
	Employee 4 <i>“Receiving recognition, that's one of the things that I'm proud of.”</i>
	Employee 9 <i>“tumaas yung monetary benefits the company also gave us ganon klase ng incentives.”</i>
	Employee 7 <i>“may mga commissions na matatanggap ang mga empleyado at rewards like may trip or staycation sa mga iba places”</i>

Table 4 presents the theme “Rewards and Recognition” which appears as a result of most of the participant's responses with similar answers to the question of how receiving recognition, or the lack thereof, has influenced their motivation and job satisfaction. Most of the employees stated that recognition through events and acknowledgment of achievements positively impact motivation. Recognition and acknowledgment influence self-motivation and the desire to set and achieve higher goals. Employees are motivated to perform well, knowing that their efforts will be recognized by the organization

To support this, Noor et al., (2018) stated that rewards and recognition play a pivotal role in influencing employee motivation and job satisfaction. Their research reveals that most participants reported similar responses regarding the influence of recognition on their motivation and satisfaction levels. Found that employees greatly value recognition through events and acknowledgment of achievements, with such

recognition positively impacting their motivation. The study highlights how recognition and acknowledgment contribute to enhancing self-motivation and fostering a desire among employees to set and achieve higher goals. Employees feel more motivated to perform well when they know that their efforts will be recognized and appreciated by the organization.

The study of Nnamdi (2023) provides additional insights into the relationship between rewards, recognition, and employee engagement. Their meta-analysis of various studies indicates a strong positive correlation between rewards and recognition programs and employee engagement. Findings suggest that organizations that implement effective rewards and recognition programs experience higher levels of employee engagement, which, in turn, leads to improved organizational performance. This study underscores the significance of rewards and recognition not only in motivating individual employees but also in enhancing overall organizational outcomes.

Table 5. Interview Question No. 5

How does the company aid your quest for personal and professional growth? How satisfied are you with your current role in terms of personal development and self-enhancement?

THEMES	RESPONSES
<p>THEME 6: PROFESSIONAL GROWTH AND LEARNING OPPORTUNITIES</p>	<p>Employee 2 <i>“Given just giving you more chance, more learning for your current role.”</i></p>
	<p>Employee 6 <i>“dito lang din nila kinukuha yon so yun yung chance na binibigay ng company para magimprove ka or grow pati sa pagiging professional.”</i></p>
	<p>Employee 7 <i>“binibigyan nila ng chance na magkaroon experience na pwede nila ma encounter lalo na para sa personal growth nila.”</i></p>

Table 5 shows that the theme “Professional Growth and Learning Opportunities” emerged as a result of the majority of participants experiencing how mentorship and peer support are recognized as essential elements of personal and professional development. The company is acknowledged for providing learning opportunities relevant to the current role. The majority of the participants reported that the company's promotion structure is highlighted as an avenue for career advancement. Opportunities for growth within the organization, such as moving from agent to Team Leader (TL), are valued.

According to the study conducted by Lukas (2020) professional growth and learning opportunities are significantly influenced by mentorship and peer support. Research reveals that a majority of participants recognize mentorship and peer support as essential elements for both personal and professional development. The study underscores how interactions with mentors and peers contribute to skill development, knowledge acquisition, and career advancement.

In addition, Arulsamy et al., (2023) provide further insights into the importance of learning opportunities provided by the organization. Their research highlights how organizations that offer relevant learning opportunities, tailored to employees' current roles, contribute to their professional growth and development. Findings suggest that employees value organizations that invest in their learning and development, leading to increased job satisfaction and retention.

Furthermore, a study by Nguyen (2021) examines the impact of promotion structures on career advancement and employee engagement. Their analysis reveals that organizations with clear promotion structures, such as opportunities to move from agent to Team Leader (TL), are perceived positively by

employees. The research indicates that employees value growth opportunities within the organization and are more engaged when they perceive a clear path for advancement. This study highlights the importance of organizations providing avenues for career progression, which contributes to employee satisfaction, commitment, and overall performance

Table 6. Interview Question No. 6

In your current workplace, does the company provide competitive compensation and packages? If yes, kindly specify which employee benefits plan meets your current requirements and elaborate on how it addresses your future needs. If not, what employee benefits do you recommend for your current company?

THEMES	RESPONSES
<p>THEME 7: COMPENSATION AND BENEFITS SATISFACTION</p>	<p>Employee 1 <i>“you work hard we pay you. That’s it. So, good. Na-address nung compensation dito lahat ng need ko pagdating sa personal bills and such.”</i></p>
	<p>Employee 10 <i>“kumbaga buong empleyado gusto nila masaya gusto nila marami paganap”</i></p>
<p>THEME 8: EMPLOYEE BENEFITS PLAN</p>	<p>Employee 6 <i>“basic government mandatory benefits which is yung philhealth, pagibig, sss, napapakinabangan yon sa ibat ibang field”</i></p>
	<p>Employee 3 <i>“HMO is the one that I liked here you're not gonna worry in case there's an emergency”</i></p>
	<p>Employee 4 <i>“Pinaka gusto ko is yung health card namin yung medi card namin which is very helpful in emergency times.”</i></p>
	<p>Employee 7 <i>“nakukuhang bonuses nakukuha which is yung mga commission”</i></p>
	<p>Employee 2 <i>“The benefit from the company is you will be satisfied”</i></p>
	<p>Employee 4 <i>“For the benefits and compensation, it's okay. It can sustain my needs, family needs”</i></p>
	<p>Employee 5 <i>“may mga incentives kami parang mga ganon po pati okay naman ang sahod.”</i></p>
	<p>Employee 7 <i>“binibigyan nila ng pagkakataon na mag CA (Cash Advance) so yung way na yon na susustain padin ng empleyado yung mga needs nila.”</i></p>

Table 6 presents the theme “Compensation and Benefits Satisfaction along with Employee Benefits Plan” which emerged easily due to what the participants answered in the question does the company provide competitive compensation and packages? If yes, kindly specify which employee benefits plan meets your

current requirements and elaborate on how it addresses your future needs. The majority of the respondents express satisfaction with the competitive nature of their compensation. The company provides mandatory government benefits like PhilHealth, Pag-IBIG, and SSS. These benefits are seen as essential for various needs, such as health emergencies and loans. The employees also stated that the commission structure is appreciated as it allows employees to earn based on performance. This system motivates employees to perform well and contributes to a competitive compensation package.

To support this, Mabaso et al., (2017) stated that compensation and benefits satisfaction significantly influence employee engagement and organizational commitment. The study reveals that employees express satisfaction with the competitive nature of their compensation, highlighting the importance of providing competitive compensation packages to attract and retain talent.

In addition, a study by Beg (2023). Employee benefit programs can provide a positive impact on employees' work experience by fostering a sense of stability, assisting in the successful balance of work and personal life, demonstrating employer concern, encouraging good health, and providing opportunities for learning and development. It also provides further insights into the importance of employee benefits plans in addressing employees' current and future needs. This suggests that companies that offer comprehensive benefits plans, including mandatory government benefits like PhilHealth, Pag-IBIG, and SSS, contribute to employees' overall well-being and satisfaction. Findings emphasize the significance of benefits beyond monetary compensation in enhancing employee satisfaction and loyalty.

Moreover, Heathfield (2022) examines the impact of commission structures on employee motivation and performance. Their analysis reveals that employees appreciate commission structures as they allow them to earn based on performance, contributing to a competitive compensation package. The research suggests that a performance-based compensation system motivates employees to perform well and aligns their efforts with organizational goals. This study gives the importance of designing compensation structures that not only attract talent but also incentivize high performance and drive organizational success.

Table 7. Interview Question No. 7

Is there a program or training at your workplace aimed at enhancing your skills and broadening your career prospects? If yes, could you provide details about specific programs or training that have significantly contributed to advancing your skill set and career goals within the organization? Kindly elaborate on their helpful aspects. If not, what recommendations do you have for the company’s improvement in this regard?

THEMES	RESPONSES
<p>THEME 9: TRAINING PROGRAM FOR SKILL ENHANCEMENT</p>	<p>Employee 7 <i>“Dito naman sa training na meron kami dito sa workplace ng company so bukod don sa training binibigyan din sila ng training sa verbal and sa actual ”</i></p>
	<p>Employee 2 <i>“Before you enter specifically the BPO job, before you handle a specific account the ages having like a training so in that ways you may be able to learn</i></p>
	<p>Employee 2 <i>“Now in our campaign or program that we just handled we just have to do like coaching time. So, our trainer or sometimes our team leader is sometimes</i></p>

	<i>Giving you feedback about your performance.”</i>
	Employee 6 <i>“So dito nagkaroon ng leadership training and seminars so nakakatulong yon para samin din incase na mapromote or something you know how to handle people. “</i>
	Employee 3 <i>“They usually give out leadership training most especially for those agents or employees who have potential and enhancing them so that they will be able to use that in future time.”</i>
	Employee 4 <i>“About the program and training, the company is also providing that for aspiring leaders.</i>
	Employee 9 <i>“They do have the training, especially sa leadership they included the potential leaders at the same time the current leaders ng company”</i>

Table 7 illustrates the research explores the theme of "Training Programs for Skill Enhancement" highlighting initiatives such as confidence-building in communication, onboarding for specific accounts, coaching for performance feedback, team building as a skill-enhancing strategy, and leadership training and seminars aimed at developing leadership skills within the organizational context. Training Programs for Skill Enhancement are vital for the interviewee, as they recognize their pivotal role in employee retention within the company.

In the study of Thinkdom (2023). Stated that training programs are essential for enhancing skills and retaining employees within organizations. The study emphasizes the significance of initiatives like communication confidence-building, account-specific onboarding, performance feedback coaching, team building, and leadership training in developing vital employee skills. The study reveals that employees acknowledge the value of these training programs in improving their abilities and fostering professional growth. As a result, employees become more committed to the organization, recognizing the role of training in enhancing their skills and career prospects. A healthy corporate culture depends on employee retention. Through training programs, employees become brand ambassadors who draw in new talent by engaging and retaining them. While ineffective training not only erodes morale and reduces production, it also maintains a business competitive and attractive to top people.

Resopro (2023) reveals the impact of well-designed training programs on enhancing employee skills and performance. Their research indicates that such initiatives not only improve job satisfaction but also increase employee retention rates. By investing in training programs, organizations strategically develop their talent pool and foster a supportive environment for employee growth and development. This emphasizes the importance of prioritizing training initiatives as a means to nurture talent and maintain a skilled workforce, ultimately contributing to the long-term success of the organization.

Another study by Blog (2023) delves into the influence of leadership training and seminars on fostering leadership skills within organizations. They unveil the pivotal role of leadership training programs in furnishing employees with the essential skills required for effective leadership. Their research proposes that organizations emphasizing leadership development initiatives cultivate a pool of capable leaders, crucial for both employee retention and organizational triumph. This study underscores the significance of leadership training as a strategy for enhancing skills, thereby bolstering employee commitment and

organizational success. By prioritizing leadership development, companies not only empower their workforce but also fortify their competitive edge in the ever-evolving business landscape.

Table. 8 Interview Question No. 8

How will you describe the company culture at your workplace? What other values, norms, or practices do you wish to have in your company? Explain Why.

THEMES	RESPONSES
THEME 10: FAMILY-ORIENTED CULTURE	Employee 1 <i>“Wala naman sigurong tao na like ang gusto lang ay pumasok sa trabaho na wala kang kaibigan.”</i>
	Employee 8 <i>“When I started here we had a boss that handled us doon talaga nararamdaman naming yung treatment niya Samin is family because hindi sya basta lang boss eh, para lang syang kami lang”</i>
	Employee 6 <i>“Siguro sakin ay yung gawain namin dito is parang family kasi like lahat is close”</i>
	Employee 4 <i>“As I’ve mentioned it’s a family-oriented yung culture namin dito is syempre we have to work because we’re working for them and yet you will find a lot of considerations here in the company.”</i>
	Employee 5 <i>“Ayun nga dito hindi toxic atsaka pamilya turing nila walang below o mataas chill lang ganon pero dapat nag wowork pa din okay naman.”</i>
	Employee 9 <i>“yung kultura kasi dito parang more on diversified tsaka ano hindi siya stag lang so nagbabago siya It depends upon kung ano yung kelangan ng empleyado”</i>
	Employee 2 <i>“They just give more value when it comes to diversity.”</i>
	Employee 3 <i>“we’re having tons of work syempre hard works syempre sometimes you had to have ice breakers ayun yung engagement na binibigay nila”</i>

Table 8 shows that the interview research underscores the theme of a "Family-Oriented Culture," highlighting a workplace characterized by a supportive environment where employees experience a strong sense of belonging and camaraderie, akin to siblings. The company's culture is further distinguished by consideration, flexibility, and an inclusive approach that embraces diversity, accommodating various needs and backgrounds. Notably, employee engagement is emphasized through icebreakers and activities, fostering a positive atmosphere and emphasizing the significance of happiness in the workplace. The employees express the importance of a Family-Oriented Culture within the company. They highlight how this culture fosters a sense of belonging, camaraderie, and engagement, making it a crucial factor contributing to their overall satisfaction and well-being in the workplace.

To support Wilson (2023) workplace characterized by a Family-Oriented Culture plays a crucial role in fostering employee engagement and well-being. The research emphasizes how employees experience a strong sense of belonging and camaraderie, akin to siblings, within such environments. Their reveals that a culture characterized by consideration, flexibility, and inclusivity positively impacts employee satisfaction and overall well-being. A family-oriented corporate culture is invaluable in the fast-paced business world of today. An organization's family-friendly culture encourages staff engagement and is crucial to improving worker productivity.

In the study by Smyth (2023) More than ever, the idea of an inclusive workplace atmosphere is important. Businesses are realizing more and more how important it is to promote diversity in their ranks. This is not just a catchphrase for business, rather, it is the cornerstone around which resilient, inventive, and prosperous businesses are constructed. The study explores the various aspects of creating an inclusive culture, including how it is important for overall success and ways that can assist organizations in achieving it. In the globalized world of today, diversity and inclusion are now essential components of every organization's success. Businesses that place a high priority on diversity and inclusion create an atmosphere where workers feel respected, appreciated, and empowered. This is where encouraging diversity and inclusion in the workplace culture becomes very important for the function of leadership. This provides further insights into the importance of an inclusive approach within organizational culture. They suggest that organizations embracing diversity and accommodating various needs and backgrounds create a more positive work environment, leading to higher levels of employee satisfaction and engagement.

In addition, a study by Shelke et al., (2023) stated that an organization can gain important insight into the role that rewards play in raising employee engagement. The relationship between perceived total remuneration and "work happiness," which was strongly correlated with workplace satisfaction, was mediated only by increased job engagement. This examines the impact of engagement initiatives, such as icebreakers and activities, on workplace happiness. The study reveals that fostering a positive atmosphere and emphasizing happiness in the workplace through such initiatives contribute to employee satisfaction and well-being.

Table 9. Interview Question No. 9

Are you satisfied with your job? If yes, what makes you satisfied with your job and stay here in this company? If not, what suggestions do you have for the company to make you satisfied? How could they improve? Explain.

THEMES	RESPONSES
	<p>Employee 1 <i>“I’m sorry if I’m being redundant with the family word however, that word has a big role for me kasi so para sakin that is the major reason why I am satisfied.”</i></p> <p>Employee 4 <i>“What makes me satisfied? Yung mga tao sa paligid ko, not the compensation not any at all kasi kung gusto ko ng compensation dun ako sa mas malaking company hindi ako magtatyaga rito pero hindi e. The environment itself, yung tao.”</i></p>

THEME 11: JOB SATISFACTION FACTORS	Employee 6 <i>“Yes, nasisiyahan naman ako sa trabaho kasi nga yung environment dito pati yung mga boss is napaka humble.”</i>
	Employee 9 <i>“since dynamic yung mga challenges kada araw it help me na mas mainspired na mag perform na gawin yung best ko kaya para lagi kaming excited pumasok na we are na ganito yung gagawin so hindi siya yung rootinal tapos syempre we are speaking different clients every three months medjo excited kami ibat ibang walks of life”</i>

Table 9 presents the research interpretation of interview results and underscores that the “Job Satisfaction Factor” is profoundly influenced by a supportive and family-oriented environment, fostering a sense of belonging and camaraderie. Key factors include compensation and upper management's consideration, particularly in addressing personal issues, with the HR department serving as a positive model. Participants emphasized the importance of opportunities provided by upper management for voicing opinions and the chance for personal and professional growth as integral contributors to overall job satisfaction. The research underscores the significance of opportunities facilitated by upper management for voicing opinions and fostering personal and professional growth, establishing these elements as integral contributors to the overall job satisfaction experienced by the participants.

The study conducted by Yadav et al., (2023) reveals that the Job Satisfaction Factor is profoundly influenced by a workplace culture that fosters a sense of belonging and camaraderie. The study identifies compensation and upper management's consideration, especially in addressing personal issues, as key factors contributing to job satisfaction. The HR department is highlighted as a positive model in this regard. Participants in the study emphasize the significance of opportunities provided by upper management for voicing opinions and the chance for personal and professional growth as integral contributors to overall job satisfaction.

Moreover, Chan et al., (2020) examine the importance of opportunities for voicing opinions and personal and professional growth in job satisfaction. Their empirical analysis indicates that organizations promoting employee voice and providing avenues for personal and professional development experience higher levels of job satisfaction emphasize the crucial role of a supportive and family-oriented environment, compensation, and upper management's consideration, as well as opportunities for personal and professional growth, in influencing overall job satisfaction among employees. Although there is empirical evidence linking job happiness to family support, few work-family studies have looked at the process by which job satisfaction is influenced by family support. The research examines the chain mediating functions of work-to-family enrichment (WFE), family-to-work enrichment (FWE), and job-related well-being on the connection between job satisfaction and family support, based on the work-home resources model. The findings of the structural equation modeling provided evidence in favor of the chain mediating effects between WFE and job-related well-being. The results highlight the critical role that work-family enrichment and job-related well-being play in enabling workers to effectively use their families' support to attain job satisfaction.

CHAPTER 5

Consolidated Findings and Reflections

This chapter presents the consolidated findings obtained from the interpretation in analysis and the themes drawn after the data gathered from the participants. This chapter also contains the conclusion, recommendations, and reflection in which the researchers have congregated from the findings of this study.

Consolidated Findings

The following were the consolidated findings derived after the application of lived experiences analysis for the gathered qualitative data.

1. The employees express satisfaction with the competitive nature of their compensation and how the company provides mandatory government benefits like PhilHealth, Pag-Ibig, and SSS. These benefits are viewed as crucial for various needs, supporting employees in their future requirements. In addition to monetary rewards, the company's acknowledgment of efforts fosters a positive work culture, contributing to heightened employee satisfaction, productivity, and a sense of value within the organization.
2. The company is noted for its consideration, flexibility, and full consideration of every employee's needs. Employees are satisfied with how diversity is highly valued, and the company actively fosters an inclusive environment where they understand different religions by adjusting the food menus and appreciating the diverse backgrounds of the employees.
3. Employees tend to stay longer in their positions when organizations offer chances for professional development. The company not only provides training for employees but also extends training opportunities to team leaders, contributing to their personal and professional growth. Employees highlight how these initiatives foster continuous learning, enabling them to acquire new skills beneficial to their work.
4. The establishment of a diverse and inclusive workplace emerged as a key factor in amplifying both job satisfaction and employee retention, contributing significantly to overall well-being.
5. Employee experiences revealed distinct themes in the pursuit of "Rewards and Recognition." Recognition through events and acknowledgment of achievements was identified as a potent motivator, positively influencing employee motivation. Notably, these recognitions were found to contribute to personal growth and, in certain instances, paved the way for promotions.
6. Aside from Health and wellness programs, as well as mental health support were identified as essential for employee well-being. The Regular feedback sessions and open communication forums were highlighted as effective mechanisms.
7. Training programs are important for developing the skills of its workforce, encouraging a culture of continuous improvement, enhancing job performance, and guaranteeing flexibility in the workplace
8. Establishing a family-friendly culture inside an organization is essential as it promotes honest communication and teamwork since team members feel at ease sharing their thoughts and worries. Transparency fosters collaboration and teamwork, which boosts productivity and creativity inside the company.
9. A culture where employees can freely voice their opinions to upper management and foster personal and professional growth is essential for building trust and encouraging innovation, which can enhance job satisfaction.

10. By creating an environment where employees feel valued and understood, a family-oriented company not only enhances morale but also promotes cooperation and loyalty, creating a foundation for sustained success.
11. A safe work and secure environment fosters employee loyalty and retention by fostering faith in the organization's dedication to its staff.
12. Continuous improvement through upper management coaching is essential for enhancing employee skills, fostering professional growth, and aligning individual performance with organizational goals. This ongoing support improves efficiency, builds a culture of learning, and ensures a competitive and motivated workforce.
13. Recognizing and celebrating employee achievements significantly impacts their motivation and satisfaction.
14. Professional growth enhances job performance and opens doors and personal development fosters self-fulfillment and resilience.
15. A company must have competitive compensation to attract skilled talent and to maintain overall competitiveness.
16. Training programs, confidence in communication, and leadership all play important roles in a company. Training programs are essential for the development of individual skills as well as for creating a dynamic, driven, and cohesive workforce. Confidence in communication and leadership also fosters a culture of innovation, builds trust, and improves collaboration, all of which are essential to the company's overall growth and success.
17. All employees encounter different struggles and circumstances in their work, but that doesn't hinder them from continuing to work and serve. They're still trying their best and working hard for their needs, wants, and of course family.
18. Considerate leaders can boost employee confidence, and happiness and foster a strong, cooperative company culture, which in turn improves employee satisfaction and overall company success.

Conclusion

1. Job Satisfaction and Engagement affected the employee's understanding of the effects of the organization's mission and values.
2. This will provide and serve as a guide to distinguish the factors of effects of the Effective Leadership and Management.
3. Employees can improve their way of better work-life balance and handle the changes while dealing with themselves professionally.
4. The Employees expressed a desire for fair and transparent reward systems linked to their performance.

Recommendation

This study focused on the relationship between motivation and retention as well as other factors that may influence employee retention. Based on the findings and conclusion stated, the following recommendations are suggested:

1. The company ought to maintain consistency in the implementation of various factors such as compensation, benefits, incentives, and recognition and rewards programs. This ensures that employees remain with the company for longer periods and stay motivated.

2. Since the company's employees work night hours, which can weaken their immune systems and make them more susceptible to sickness, the organization should offer extra health benefits or programs.
3. The company should take into account the enhancement of the physical work environment, including the consideration of hiring security personnel to ensure employee safety. This measure can have a positive impact on each employee and contribute to their longer retention within the company.
4. Companies should conduct mental health awareness for employees mental health to address the potential risks of burnout, stress, and depression. This practice helps foster employee motivation and ensures that they perceive the company as actively caring for their mental well-being.
5. Future researchers should seek a company's cooperation promptly to facilitate the completion of their questionnaires. It is advisable to establish a connection within the chosen company to streamline the study process. Engage in comprehensive data collection, and familiarize yourself with the step-by-step procedures essential for conducting the study efficiently.



Introduction:

A. Background:

Employee retention involves the organizational objective of retaining skilled and valuable workers, minimizing turnover, and creating a positive workplace environment that fosters engagement. This is achieved through practices such as expressing gratitude to employees, offering competitive compensation and benefits, and promoting a harmonious work-life balance. Employee retention involves the organizational objective of retaining skilled and valuable workers, minimizing turnover, and creating a positive workplace environment that fosters engagement.

Certainly, various strategies can contribute to employee retention, keeping them engaged and satisfied in their jobs. Some retention strategies that the company provides for employees include rewards and

recognition programs, leadership training, competitive compensation, and incentives. Successful strategies for retaining employees not only enhance organizational stability but also bolster the organization's reputation as an attractive employer. Elevated turnover rates can result in substantial costs for companies, including expenses related to recruitment, training, and diminished productivity, underscoring the importance of prioritizing employee retention for many organizations.

B. Hiring process:

Pre-plan

The pre-plan involves identifying issues and gathering recommendations through comprehensive assessments, such as interviews, to inform the development of the retention plan.

Eligibility and Responsibility

- All employees or specific departments identified as high-potential or high-performing.
- HR personnel, department managers, and executive leadership.

C. Purpose:

The goals and objectives of the employee retention plan encompass a diverse range of targets tailored to enhance the working experience for both employers and employees. These aim to foster a sense of loyalty among employees, ultimately contributing to the organization's growth. Some of the objectives of the retention plan include:

- **Enhanced Productivity.** Increase overall productivity by maintaining the motivation and engagement of knowledgeable employees in the organization.
- **Promote Job Satisfaction.** Adhering to employees' needs and fostering a nice work environment, helps in increasing their job satisfaction.
- **Develop Employee Skills.** Encourage employees to continue developing their abilities and knowledge so they are in keeping with the objectives of the company.
- **Improve Employee Engagement.** Boost employee engagement using campaigns, reward schemes, and efficient communication techniques.

As employees demonstrate dedication and strive for excellence in their work, employee retention serves as a versatile approach that supports the achievement of both immediate and long-term objectives for the company. It also serves as a straightforward method to ensure that the business is progressing in the right direction.

When employees align with the company's vision and actively establish a positive space for themselves within it, productivity reaches unprecedented levels in a short span. Addressing day-to-day challenges becomes more manageable when there is mutual trust between staff members and management. Moreover, as employees feel secure in their roles, they gain additional time to refine their skills and, ultimately, explore innovative ways to contribute to the success of the business.

Employee Needs and Assessment

The researchers have been able to gather comprehensive information about the needs of employees in their organization through interviews. The study is in a better position to advise certain strategies and encourage a higher awareness of the details that can boost employee satisfaction.

Physical Safety Presence. Employees emphasized the need for a security guard to provide a visible and reassuring physical presence within the workplace, contributing to an overall sense of safety and deterrence.

Entrance Monitoring. Employee emphasized the desire for a security guard at entrances, underscoring the importance of controlled access to the premises to enhance security measures.

Responsive Leadership. The ability of upper management to actively listen, acknowledge concerns, and take responsive actions was emphasized also as crucial for fostering a trust culture and open communication within the organization.

Key Retention Areas

Career Development

Enhancing employees' skills and knowledge through professional development enables improved performance, elevates morale, and fosters a more stimulating work environment. Providing training and seminars that will contribute to the organization's success and employee's professional growth.

Current:

- Training programs for communication skills.
- Leadership training and seminars are conducted.

Recommendation:

- Constantly evaluate their progress.
- Teach employees to call handling best practices.
- Hold regular training sessions or courses.
- Buddy up new employees with top performers.
- Provide incentives for achieving team goals.

Work-Life Balance

Balancing work and personal life not only impacts health and relationships positively but also has the potential to boost employee productivity and, in turn, overall performance.

Current:

- A positive and family-oriented environment.

Recommendations:

- Encourage social activities.
- Facilitate a flexible working schedule
- Prioritize regular breaks.

Employee Engagement

In measuring work satisfaction, employee engagement stands out as a key indicator. Modern employees seek active involvement in their tasks, enthusiasm for their organization, a sense of belonging, and flexibility in terms of schedules and location.

Current:

- Competitive compensation and benefits

Recommendation:

- Offer mental health support
- Enhance performance feedback
- Provide health programs.

Safety Environment

Establishing a safe workplace through comprehensive safety measures, training, and leadership commitment.

Current:

- Foster open communication channels for employees to express safety concerns.
- Mandatory Government Benefits

- CCTV cameras can assist in monitoring and ensuring compliance with safety protocols and regulations.

Recommendation:

- The company, particularly a call center employing agents who work late-night shifts, requires a security guard to ensure a safe environment.
- Provide proper training on safety protocols and emergency procedures.
- Provide comfortable workstations and tools to reduce physical strain.
- Demonstrate a commitment to continuous improvement in safety practices.

Health and Wellness Programs:

Implementing initiatives that promote physical and mental well-being, fostering a positive work culture, and reducing turnover

Current:

- Offer health screenings, fitness classes, and counseling services.
- Encourage a healthy work-life balance to reduce stress.
- Health Maintenance Organization (Health Insurance Coverage)

Recommendation:

- Implement wellness programs that promote physical and mental health
- Provide regular updates on safety measures and improvements.
- Consider offering health screenings and vaccinations.
- Provide resources and support for smoking cessation.
- Assess and optimize workstations for ergonomic comfort.
- Gather feedback from employees to identify areas for improvement.

Performance Reviews

Enhancing individual, and team performance, and aligning goals with organizational objectives to foster their continuous improvement.

Current:

- Performing employee performance assessment

Recommendations:

- Give more specific feedback and recommendations
- Conduct an interview/survey for employee needs

Compensation and Rewards

Recognizing an employee's contributions to the company makes the employee feel valued.

Current:

- Employee Recognition and Awards Program
- Leadership Awards
- Best Agent Awards
- Salary Grade Classification

Recommendation:

- Review, Enhance, and Revitalize Employee Recognition and Awards Program
- Highlight benefits and perks packages
- Expand benefits and perk packages
- More awards to recognize all the hard work of employees

Implementation Timeline

This implementation timeline provides a clear road map that outlines the strategic stages and milestones necessary for carrying out the project. It provides structure and clarity, assisting the company in converting ideas into observable results.

January:

- Complete employee performance assessment
- Complete needs assessment for skill development

February:

- Complete an overall satisfaction
- Develop Retention plan

March - April:

- Communication and Training
- Implementation of Changes

May:

- Evaluate and Adjust

June – July:

- Implement a new flexible working schedule
- Complete training on safety protocols and emergency procedures
- Additional recognition programs

August – September:

- Career Development programs
- Wellness programs

Ongoing: Continuous improvement

Conclusion

In conclusion, our retention plan is a comprehensive strategy designed to create an optimal workplace environment, ensuring employee satisfaction, well-being, and sustained commitment. Key retention areas of the plan include Career Development: is providing avenues for professional growth and skill enhancement, and fostering a sense of purpose and advancement among employees. Work-Life Balance: is promoting a harmonious equilibrium between work and personal life, recognizing the importance of employee well-being beyond professional responsibilities. Employee Engagement Initiatives: cultivating a positive workplace culture through active involvement, recognition, and initiatives that enhance overall job satisfaction and commitment. Safety Environment: to prioritize the creation of a secure workplace, emphasizing safety protocols, and fostering a culture that ensures the physical and psychological well-being of employees. Health and Wellness Programs: implementing initiatives that address the holistic well-being of employees, encompassing physical and mental health, contributing to a healthier and more engaged workforce. Performance Reviews: for regular assessments providing constructive feedback, setting expectations, and recognizing achievements to enhance employee development and motivation. Lastly the Compensation and Rewards: to ensure fair and competitive compensation packages, coupled with effective recognition and rewards, to motivate and retain talented individuals.

This retention plan demonstrates our steadfast dedication to establishing a work environment where staff members find joy and a sense of community in addition to excelling in their professional jobs. Through the integration of these essential components, our goal is to cultivate an atmosphere in which staff

members are not only retained but also actively involved in the success of the company. Our dedication goes beyond simple employee retention; it involves creating an environment where every person may realize their full potential and make a positive contribution to a flourishing business.

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