

# Higher Turnover Rate of the Employees at the Amazon Inc

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## Outlines of the Problem

The success of any company mainly depends on the effort made by the employees towards the stated and set goals and objectives. Without employees in the organization, no activities would occur; thus, the company management must provide a good and enabling working environment (Kurniawaty et al.,2019. p.882). However, a lack of flexibility and an unfavorable working environment results in a high turnover rate, negatively impacting the company and leading to inefficiency and ineffectiveness. Amazon.com, Inc. has made a name for itself by consistently innovating in response to user feedback and exceeding their expectations. However, despite the company's success in recent years, it has been seeing increasing turnover, which has caused many of its stakeholders to raise eyebrows and questions. Higher employee turnover rates will harm the organization and provide an opening for competition. Company leadership must thus devise a remedy. The issue's complexity calls for a project team's coordinated efforts. Employee turnover harms production, morale, and bottom-line results.

## Scope of the Problem

A higher employee turnover rate is a complex problem that requires urgency to manage it. Failure to control it would negatively affect the company in different aspects, such as productivity, efficiency, reputation and effectiveness. Understanding the causes, effects, remedies, and legal and ethical issues of a greater turnover rate is crucial in light of the significant employee turnover without investigating its root reasons (Stamolampros et al.,2019. p.132). The high employee turnover rate directly results from most businesses prioritizing profit maximization over cultivating positive working relationships with their staff. Both employers and workers had significant emotional attachments to their workplaces, resulting in extended employment till retirement. Amazon.com Inc. and other large corporations no longer do this. When employees don't feel valued, they're less loyal. Hiring new employees and expecting them to start working without explaining their role is a recipe for disaster.

In addition, Amazon.com, Inc.'s greater turnover rate would originate from an inability to adapt. The company's founding principles emphasize the need for flexibility. Traditional business hours of 9 to 5 on weekdays have been eliminated. The ideal work-life balance we're after should consider how hectic our schedules are (Dwesini,2019. p.8). More and more businesses give their workers more leeway regarding when and where they work (some even enable remote access). Your employees

may search elsewhere for work if you are hesitant to accommodate their preference for flexible scheduling. They could leave your firm if they find a more accommodating alternative. If the human resource manager does not want to further upset the Apple cart, you must make flexible work hours available to all employees.

In addition, workers put in hours to bring in a salary that will allow them to retire comfortably and enjoy the fruits of their labor. But workers will always go elsewhere for employment if the pay and benefits aren't satisfactory. Employees are more inclined to go elsewhere for work if they believe they are not being rewarded fairly or if they do not have access to perks like health insurance, [retirement plans](#), or paid time off. According to studies, 25% of employees would look elsewhere for a pay raise. Equal compensation is a need for your company. In addition to a base wage and commissions (if applicable), employees may be eligible for other financial incentives and perks (Dwesini,2019. p.10). Pay increases and incentives can be distributed more fairly using performance management.

Poor company culture has a direct correlation with employee higher turnover rate. The company's culture significantly influences the morale of Amazon Inc staff. The happiness and productivity of the staff depend on their satisfaction with how the business is managed. Employees unhappy in their work environment are less likely to exert maximum effort (Christopher and Edwinah,2022. p.156). Therefore, you should take action if you feel the corporate culture needs to be altered. The high turnover rate of a firm is directly correlated to how well the organization's culture is established and maintained.

Furthermore, a lack of innovation would lead to a higher turnover rate. The effort is only worthwhile if it contributes to some larger good. Millions of people head to their jobs daily to make a difference in the world, achieve their goals, and help others around them. Imagining what the future holds and developing new ideas is thrilling. Even the most gifted workers get antsy when there is no room for growth or change (Christopher and Edwinah,2022. p.158). Talented workers may quit their present employers for new ones that allow them to create products, start businesses, or offer services. Businesses that fail to innovate and adapt to the market tend to fail, making workers nervous about their future with the company.

However, the higher turnover rate in Amazon would be solved by employing techniques such as keeping up with the market rate and providing competitive compensation and benefits. Most employees look for green pastures due to poor compensation; hence, if Amazon could offer appropriate employee salaries and compensation benefits, they could retain these employees and attract more qualified talents. Companies may also consider giving frequent wage increases and tracking what other organizations pay for similar tasks when filling hard-to-fill positions. Businesses should expect to pay more for in-demand expertise, and more corporations are offering project-based incentives. Talent management systems that identify high performers and racial and gender pay equality analyses can also minimize compensation-related attrition. These strategies reduce compensation-related employee turnover.

Offering flexibility within the organization would also help reduce the higher turnover rate at Amazon. Providing employees with greater leeway in their work schedules is one way to keep them around in the face of rising concerns about job security. According to the online job board Flex Jobs, more than 30% of workers have left a job because it didn't provide flexible work options, and 80% of employees feel they would be more loyal to their employer if they had flexible work options. Over 30% of workers have quit a job due to a lack of flexibility (Stamolampros et al., p.13). Besides working remotely, there are various methods to be hired. Other methods are given below. These include flextime, a shortened workweek, part-time programs, job-share systems, and reduced workweek. Job-sharing and job-swapping are more choices. Job-sharing and job-sharing frameworks are further options. Business executives should consider whether these options may be useful for their company, even though managing remote employees comes with unique obstacles.

## Research Approach

The higher turnover at Amazon Inc. is a complex issue that calls for a research team to adopt a multifaceted research approach that would employ both quantitative and qualitative approaches. The selected team to evaluate the causes, impact and solutions to the higher turnover rate in Amazon Inc would take the following steps;

## Conduct a Literature Review

The problem of the higher turnover rate of employees has existed for many years; hence the research team must conduct a literature review to have a deeper understanding of the existing research on employee turnover, especially in big organizations (McLeod,2019). By researching the literature review, the team will learn about factors contributing to high employee turnover rates and the potential gaps in the current knowledge base.

## Data Analysis

Amazon Inc has been facing a higher employee turnover rate, meaning they have kept this data. The research team should consider analyzing this data to identify and determine the patterns and trends. The data analysis would entail survey data and human resource manager metrics such as turnover rates broken down.

## Conduct Surveys

The research team may consider conducting surveys with the employees within the organization to understand why employees leave the organization. The survey may be done through questionnaires and interviews (McLeod,2019). It would intend to ask staff about various factors such as their job

satisfaction, flexibility, contentment with the Amazon human resource department, compensation benefits, and overall work experience with Amazon. However, the research team would also conduct surveys with the management team to get their takes on employee turnover within the organizations. Mainly the human resource department plays a big role in the stay and exit of employees within the organization; thus, the research team would administer interviews and questionnaires to human resource managers.

## Benchmarking with Peer Industry

The team may compare Amazon's staff turnover rates to those of similar companies to see if there are any noteworthy variances or parallels. This would help the team find other companies' solutions and explain Amazon's turnover rates.

## Focus Group

To learn more about the experiences, opinions, and attitudes that Amazon employees have about working there, the committee may opt to hold focus groups with both current and former employees. Focus groups may look into issues related to the workplace, such as management, pay, and chances for advancement (McLeod,2019). The findings from the focus groups, which would provide a more in-depth qualitative grasp of the subject, would be supplemented by the quantitative data analysis and survey findings to complete the overall picture of the scenario.

## Justification of Research Design

The prevailing problem of a higher turnover rate within Amazon Inc is a complex issue requiring the project to evaluate it in depth and gain techniques to help solve these problems. A multifaceted research design is ideal for this problem as it would give the project several advantages and help them gain more knowledge about the prevailing problems and identify their solutions (McLeod,2019). The project team could understand the issues and triangulate findings from different sources by employing qualitative and quantitative research techniques. The literature review would sharpen the project team and help them focus on their research. As the project team assembles and condenses various sources, they can gain a depth insight into the prevailing problems(McLeod,2019). The employee surveys and focus groups would offer a more qualitative knowledge of the situation than the data analysis. Interviewing management would provide more perspectives and information. Since they employ many methods, the research team can validate the findings, provide Amazon with actionable insights, and reduce turnover rates.

# Research Consideration and Data Analysis

The data and information collected have to be analyzed and interpreted to come up with a conclusion and recommendation; hence, it is a crucial part of the project. Data interpretation and analysis for the research conducted by the project team evaluating the higher turnover rate at Amazon Inc would entail data cleaning. The project would scrutinize the data and resolve any issues resulting from the data. The project team would also conduct a descriptive statics to calculate the mean and median, which would help them identify the trend and the data. Correlation analysis might help the study team determine how variables are connected. They may study staff turnover rates and work satisfaction or salary. Hence this would help discover factors causing high turnover rates. The research team may also analyze employee surveys and focus group data qualitatively. This process may involve data coding and identifying key themes and trends. Qualitative research would help identify causes and remedies for high turnover rates and thus help solve the prevailing problems.

After data processing, the research team can evaluate the findings and conclusions. Interpretation involves understanding the findings and determining their significance to the research issue. You must comprehend how the data pertains to the study issue. Considering any research constraints, the research team must analyze the findings to establish validity and reliability. Based on data analysis and interpretation, the research team may suggest ways Amazon Inc. might reduce employee turnover. The research must support these notions for them to be useful.

## The Project Team in the first 100 days

A company working towards a project or research demands fruitful, goal-oriented, and visionary teamwork. Working as a team towards a project or research helps in decision-making and pulling up different talents and ideas that would aid in achieving the set goals and objectives. As part of the project team that Amazon Inc has selected to research matters regarding higher turnover rate, we believe that team chemistry, unity, effective communication, dispute resolutions and workplace emotions are the key determinant of the project we are about to execute. Therefore, they are accountable for the project's success or failure. This document will serve as a briefing on our guiding principles, core beliefs, and strategies for addressing these issues throughout the first 100 days of the project.

## Team Dynamic

The selected team has different expertise, backgrounds, knowledge and thinking capacity, thus necessitating embracing team dynamics to achieve the set goals and objectives for the project, the team will execute. To work as a team, we will have to foster a good communication system that would help us make sound decisions, provide feedback to the project manager, and prevent conflicts arising from communication problems (Hartwig et al.,2020. p.175). Project management requires

participation. To finish the project, team members must collaborate, share expertise, and assist one another. We will foster open communication and collaboration in a respectful, inclusive environment. We will identify roles and tasks to avoid confusion and promote responsibility. Using the Tuckman model of team growth to enhance team dynamic. The model has four stages: forming, storming, norming and performing.

## Conflict Resolution

Conflict is unavoidable in any group setting, including the workplace, but it can be a chance to grow. Our organization believes that conflicts must be solved cooperatively and fruitfully. The “win-win” approach will be used to settle disputes (Hartwig et al.,2020.p.182). We will promote candid discussion, active listening, and sympathetic understanding to get inside everyone’s heads. We’ll also ensure differences are resolved quickly and politely without personal attacks.

## People in Workplace

Workplace emotions can affect teamwork and project success. Emotion regulation requires empathy, self-awareness, and emotional intelligence. We will provide a safe, supportive environment where team members can openly communicate their emotions to manage emotions in the workplace. We will encourage self-reflection and self-awareness to help team members understand their emotional triggers and create effective coping methods (Hartwig et al.,2020. p.196). We will also practice healthy habits like active listening, empathy, and constructive feedback to promote emotional intelligence.

Our group will focus on teamwork, conflict resolution, and workplace emotion management for the first 100 days of the project. We believe these aspects are crucial to any project’s success and would like to support our strategy with relevant literature and well-known models. If our team works well together, we can overcome obstacles and achieve our goals.

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