

FACTORS AFFECTING EMPLOYEE RETENTION IN J&T EXPRESS GENERAL LUIS ST.. NOVALICHES QUEZON CITY

ABSTRACT

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Employee retention plays a crucial role in the success of organizations, particularly in high-demand sectors such as logistics. This study examines the factors influencing employee retention at J&T Express General Luis Branch in Novaliches, Quezon City. Specifically, it investigates the relationship between employees' demographic profiles and various organizational factors that affect their decision to stay with the company. The study utilizes a descriptive-quantitative research method to quantify employee perceptions on retention-related factors. Data were collected through survey questionnaires distributed to purposively selected respondents who were deemed most likely to provide relevant insights. This approach allowed for structured analysis of how company policies, recognition programs, and compensation influence employee retention. Findings revealed that recognition and rewards play a significant role in employee retention. While employees acknowledged the presence of recognition efforts, they emphasized the need for more consistent and timely acknowledgment. Company policies were also identified as influential, with respondents expressing the importance of structured guidelines and fair governance. The study found no significant variation in retention perceptions across different age groups, indicating that retention strategies may be uniformly implemented. The most frequently reported challenges were delayed salary payments, lack of overtime compensation, toxic work environments, and inconsistent enforcement of workplace policies. These concerns highlight key areas for organizational improvement. This study provides actionable insights into employee retention within the logistics sector. Addressing critical issues such as timely salary disbursement, equitable compensation, and a supportive work environment is essential to improving employee satisfaction and retention. The findings support the development of targeted human resource strategies that enhance job stability and organizational commitment. By prioritizing fair and consistent workplace practices, J&T Express can foster a more engaged workforce and reduce employee turnover, strengthening its operational effectiveness in the logistics industry.

RECOMMENDED CITATION

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