

**IDENTIFYING AND ADDRESSING EMPLOYEE  
TURNOVER ISSUES: A CASE OF SHIFA  
INTERNATIONAL HOSPITAL**



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**2016**



## **ABSTRACT**

Employee turnover in health sector of Pakistan is usually considered high as compared to other industries. There is a list of costs that an organization has to face when there is a high turnover. Literature contains many researches on the employee turnover but still there is no universally agreed framework for why employees leave. Employee turnover can be affected by a number of factors. There are many researches on this issue but majority of them are done on international level. In Pakistani context very few studies can be found who examined these variables especially in hospitals. This research helps to address problem of high turnover in Shifa International Hospital by finding out the reasons behind this and then addressing those reasons by suggesting suitable alternatives. The researchers have found out that the low salary, lack of bonuses and rewards, working hours, tiring routine work, work load, better career prospect elsewhere, job expectations, lack of feedback from supervisors, and unsatisfactory performance evaluation are the major contributor of increased turnover of nurses and paramedical staff. The recommendation suggested to overcome these problems includes job rotation, training to supervisors, individualize orientation for new hires, annual visit by a member of top management, establishing a complaint center, introduction 360 degree performance evaluation system and pension plan, recognition for better performance, group or departmental based performance appraisals.

## **ACKNOWLEDGEMENT**

In the name of Allah, the most precious and most merciful, who has given us knowledge, power and strength to complete this project.

We truly express our gratitude towards all those people who persuaded us to carry out this project which includes our respectable supervisor Mr. Zahid Majeed. There are some other people who silently contributed in our efforts. We would also like to thank our near and dear ones and many other bosom friends of ours, who suffered uncomplainingly and plucked our courage during our long working hours.

Our special thanks to Mr. Faizan, Assistant HR Manager in Shifa International Hospital.

## DEDICATION

To our beloved parents who have always stood by us  
and supported us throughout our journey of self-  
recognition

## TABLE OF CONTENTS

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<b>CHAPTER 1: INTRODUCTION</b> .....	1
<b>1.1 Topic of project</b> .....	1
<b>1.2 Purpose of project</b> .....	1
<b>1.3 Objectives of research</b> .....	1
<b>1.4 Problem statement</b> .....	2
<b>1.5 Research limitations</b> .....	2
<b>1.6 Research methodology</b> .....	2
<i>1.6.1 Type of scale</i> .....	3
<i>1.6.2 Type of study</i> .....	3
<i>1.6.3 Sample</i> .....	3
<i>1.6.4 Procedure</i> .....	3
<i>1.6.5 Type of data</i> .....	3
<i>1.6.6 Qualitative research tools</i> .....	4
<i>1.6.7 Quantitative research tools</i> .....	4
<b>CHAPTER 2: INDUSTRY AND ORGANIZATIONAL OVERVIEW</b> .....	5
<b>2.1 Shifa international hospital</b> .....	7
<i>2.1.1 Quality policy</i> .....	10
<i>2.1.2 Mission</i> .....	10
<i>2.1.3 Vision</i> .....	10
<i>2.1.4 Values</i> .....	10
<b>CHAPTER 3: CONTEMPORARY RESEARCH</b> .....	11
<b>3.1 Cost of employee turnover</b> .....	12
<b>3.2 Causes of employee turnover</b> .....	12
<b>3.3 Strategies to reduce employee turnover</b> .....	14
<b>3.4 Employee turnover in Shifa international hospital</b> .....	14
<b>CHAPTER 4: FINDINGS AND ANALYSIS</b> .....	18
<b>CHAPTER 5: FUTURE ENHANCEMENTS/ ACTION PLAN</b> .....	54
<b>BIBLIOGRAPHY</b> .....	57
<b>ANNEXURE</b> .....	58

## LIST OF TABLES

Table 4.1.....	17
Table 4.2.....	18
Table 4.3.....	19
Table 4.4.....	20
Table 4.5.....	22
Table 4.6.....	23
Table 4.7.....	25
Table 4.8.....	26
Table 4.9.....	27
Table 4.10.....	28
Table 4.11.....	28
Table 4.12.....	30
Table 4.13.....	31
Table 4.14.....	32
Table 4.15.....	33
Table 4.16.....	34
Table 4.17.....	35
Table 4.18.....	36
Table 4.19.....	37
Table 4.20.....	38
Table 4.21.....	39
Table 4.22.....	40
Table 4.23.....	41
Table 4.24.....	43
Table 4.25.....	44
Table 4.26.....	45
Table 4.27.....	46
Table 4.28.....	47
Table 4.29.....	48
Table 4.30.....	49
Table 4.31.....	50
Table 4.32.....	51
Table 4.33.....	52

## LIST OF FIGURES

Figure 4.1.....	17
Figure 4.2.....	18
Figure 4.3.....	19
Figure 4.4.....	21
Figure 4.5.....	22
Figure 4.6.....	24
Figure 4.7.....	25
Figure 4.8.....	26
Figure 4.9.....	27
Figure 4.10.....	28
Figure 4.11.....	29
Figure 4.12.....	30
Figure 4.13.....	31
Figure 4.14.....	32
Figure 4.15.....	33
Figure 4.16.....	34
Figure 4.17.....	35
Figure 4.18.....	36
Figure 4.19.....	37
Figure 4.20.....	38
Figure 4.21.....	39
Figure 4.22.....	40
Figure 4.23.....	42
Figure 4.24.....	43
Figure 4.25.....	44
Figure 4.26.....	45
Figure 4.27.....	46
Figure 4.28.....	47
Figure 4.29.....	48
Figure 4.30.....	49
Figure 4.31.....	50
Figure 4.32.....	51