**Staff Retention and Hiring Shortage in Senior Living Facilities**

Student Name

Institution

Course

Instructor

Due Date

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**Background**

The mode of operations for many healthcare has shifted as technology changes. The technological world has given many solutions to the problems affecting many healthcare organizations, which, when implemented in the healthcare there is achievements of goals and vision (Horváth & Szabó, 2019). XYZ is a technology home nursing company that mainly focuses on developing diagnostic software for patients that need customizations of present healthcare applications in hospitals. The XYZ company aims to help nurses adopt new technologies in healthcare software applications, which makes the nurses streamline their daily routines, increase efficiency, and find suitable paths to achieve their visions without compromising the health treatment of their patients (Alqadri et al., 2020). XYZ company has provided solutions to various patiences for more than ten years, and from how they offer their services, they have developed a good reputation in delivering high-quality healthcare solutions which at all times have received positive feedback from specific clients they treat.

The rate of growth in the software development industry is high, and many hospitals have found interest to integrates a significant part of software development into their operation. In recent years, many healthcare units have developed high demand for digital technologies services with the aim that they will reduce their cost of production in their operations as they enhance high-quality products and services in treatment of their patients. The desire for such needs for software development is to increase their competitive advantages to secure a massive ratio of the current population as much as possible. Various healthcare companies especially the private healthcare have applied software tools in various competitive fields, and the company to thrive in the market, the hospital has to develop a high level of application of the software development to its operation to enhance the work done by nurses. Therefore, the value of having a software development profession has shown favorable growth rates calling for home nursing companies to have a very trusted expertise to solve challenges that may be concerned with the software aspects in the treatment of the patients.

XYZ mainly operates from business-to-business sectors, offering customized software solutions to all home nursing categories. The company's main clients include chemist setups, medium-sized hospitals, and extensive hospitals, which have various needs depending on the principal operations of nurses to treat their patients (Arianti & Irawan, 2021). XYZ software solutions are integrated with the client's specific concerns, which helps them improve the quality of treatment, reduce the cost of operations, and achieve their visions and goals. XYZ company has employed over ten thousand employees, including qualified nurses in software development, software designers, and project managers who ensure that through collaboration with the team of the profession, also that the patients health needs are solved and are satisfactory.

The company's history of inclusion and diverse cultures sets a suitable environment for workers to be creative while serving the company. The company culture also ensures teamwork among the workers and continuous learning to the workers (Ghani et al., 2021). The team comprises various nurses who are well-equipped with considerable skills in software development, ensuring the flow of operations and that no process is missed during the nurse software development stages. It is from such organizations of its employees that it has continued to develop its reputation by providing high-quality software solutions to its nurses at home care. Through its operations, the company has achieved growth in its revenues every year, enabling it to expand even to other countries.

**Problem: Staff Retention and Hiring Shortage in Senior Living Facilities at Company XYZ**

Despite the progressive records of success of the XYZ home nursing company in offering its software solutions to its esteemed customers, the company has experienced a significant challenge in the retention and hiring shortage in senior living facilities, which is both a threat and a risk to its future operations. The Problem is experienced across all its departments and from various branches across the globe. Labor resource is a significant aspect of any hospital, and a hospital that can treat the workers right is assured of success as the workers will always aim to provide the best for the company (Ali & Anwar, 2021). The company management is solely responsible for ensuring it can retain its workers by ensuring adequate provision of optimum working conditions, such as housing facilities. The senior living facility's desire to cater to the retired nurses while working in the company has been the way many hospital adopt so that the seniors nurses are readily available to monitor all operations happening in the hospital especially when their knowledge is required (Kabadayi et al., 2020). Such factors feature even when the senior is old. From various studies, the rate at which the demand for senior living facilities rises is approximated to grow by over five percent by 2028 due to the aging population. As the demand increases, various healthcare are in a dilemma about what they will do to attract the senior staff and ways to retain them to continue offering the services to the company.

The main reasons why there is a need to retain the staff in the company XYZ and resolve the hiring shortage challenges heavily depend on the kind of work operations in the hhospitals. The demand for working conditions for the senior living facilities yields physical and emotional concerns to the company, and it may require specific skills to take care of those seniors. There is, therefore, a need to employ home nurses at senior living facilities who have traits such as compassion, patience, and excellent communication skills. They should also be able to offer some manual works that involve lifting things to help the seniors move residents. They must also be able to provide medical emergencies whenever there is a rise in the seniors' medical assistance. Therefore, the nature of work and the needed skills may be challenging to find an employee with such traits, and whenever they are found, it may be challenging to retain them to continue working for the company.

Various factors contribute to the high employee turnover ratio in the company XYZ. Such factors include low wages, lack of compensation benefits, and lack of quality training. The research shows that a company that pays the workers well has a higher chance of retaining their workers, which, in many instances, acts as bait to make the employees continue offering their services without questioning the management about any working conditions. The employees work to achieve the end goal, which is wages. Therefore, when the wages are satisfying, they will work for the company for many years.

Recognizing the home nurses efforts may be another problem the company XYZ fails to observe. The offer of a nurse can be identified through various compensation schemes such as the increment of their salaries and raising their operational level (Anwar & Abdullah, 2021). Utilizing such systems makes employees feel appreciated and may make them long to continue working for the company for many years. The case of the senior living facilities has evidenced a lack of suitable training schemes, which in many instances has resulted in the workers feeling undervalued, which has to build pressures to look for better working conditions from well-established organizations. Additionally, there have been claims that the company XYZ has issues relating to a lack of benefits such as healthcare and retirement plans, resulting in the workers being challenged in building their careers in the industry.

The unexpected Covid-19 pandemic has increased the Problem by increasing the cost of operations for the senior living facilities staff, making it difficult to attract new workers while trying to retain them. The senior living facilities were hugely affected by the covid 19, causing staff health to be compromised and resulting in the death of significant high profiled individuals to the company. As a result, the need for care units accelerated the need to increase the budget to serve the senior staff, discouraging the organization from spending huge in those facilities. Moreover, workers have been reluctant to work in very extreme conditions to contract viruses and other diseases, resulting in a high turnover ratio.

The company XYZ faces a significant problem with retaining their staff and the shortage of hiring in the senior living facilities, which is experienced in all its branches. The kind of work, the high turnover rate in the organization, and the effects of covid 19 stand as a considerable challenge to the company. Finding the solution to such problems will ensure the company continues providing quality services to its clients, as it will have the industry's longest-serving workers.

**Organization Theory**

The contingency theory provides the solutions for solving the staffing shortages in senior facilities. The approach emphasizes that there is no specific way for an organization to mitigate its problems since various organizations require different solutions (Victer, 2020). Therefore, applying and utilizing the theory requires prior analysis of the organization which includes analyzing the staffing needs, employee population, and the organization's structure. By understanding such factors, the management can make a confirmed decision to increase employee compensation and improve training schedules.

The theory is constructive for the case of the senior living facility since the requirement of residents and workers vary widely. Some facility needs staff to have the traits of the residents, which enhances the flow of operations within such facilities. Additionally, the needs at senior living facilities change with time and more if there is an issue of a high turnover ratio of employees. By applying the theory, the management can utilize it to decide why there is high employee turnover and ensure the senior staff gets the best care, making them feel appreciated and supported in their work.

**Ethical Implications to the Employees**

It is significant to discuss the impact on various stakeholders, such as the employees, management, and leadership, when addressing the ethical implications of a problem or challenge within the XYZ company is necessary. Ethical implications include the potential moral consequences of a particular course of action and decision (Buhmann et al., 2020). There are significant ethical implications for the XYZ company for employees, management, and leadership when there are problems to address the challenges at hand. An example can be taken when there is an issue with safety or health consequences for the company that can lead to risks of injuries of injury or illness, leading to the potential legal and ethical implications for the company. When there is a failure to address the issue, it is seen as neglectful and can damage the reputation and credibility of the company (Vanclay, 2020). Suppose the XYZ company fails to address the issues related to discrimination or harassment. In that case, it can lead to negative ethical implications for the employees, especially the marginalized and the underrepresented. It can make the work environment toxic and lead to a lack of trust in leadership, leading to low employee morale and productivity. It can also damage the company's reputation, making it less attractive to potential employees, customers, and investors.

When the firm takes the initiative to address the problems and challenges, it has positive ethical implications for the stakeholders involved. A safe and inclusive work environment makes the employees feel valued and respected (Alameeri et al., 2021), which increases their motivation, productivity rate, and chances of remaining in the company. The company's reputation is also strengthened, thus becoming an attractive option for prospective employees, customers, and investors prioritizing ethical and socially responsible organizations.

**Benefits, Potential barriers, setbacks, and roadblocks Associated with resolving the Problem**

There are various benefits that the XYZ company needs to consider when resolving problems or challenges within the XYZ company. Resolving issues and challenges within XYZ company can strengthen the company's reputation (Maulana et al., 2022). It shows that the company is committed to ethical and responsible business practices, likely increasing its reputation among customers, investors, and other stakeholders. It can also make the firm avoid legal and ethical consequences. It can happen when the XYZ company fails to address a problem or challenge, thus making it at risk of legal action and damage to its reputation, which creates the need to resolve the issues to prevent the consequences. Fixing a problem or challenge within the company also improves its ability to retain and motivate employees, thus increasing their productivity. It is when the employees feel valued and respected, increasing job satisfaction and productivity. It also helps retain top talent and attract new employees valuing ethical and socially responsible firms.

Potential barriers, setbacks, and roadblocks are also associated with resolving a problem or challenge within XYZ company. The XYZ company, at times, faces the limitations of having limited resources (Khan et al., 2019). It is because there is a need to have significant financial and human resources to address a problem, depending on its nature. The company also faces resistance to change which may come from employees, management, and other stakeholders. It can result from their being comfortable with the firm's status. A barrier can also exist due to a lack of knowledge or understanding. It results from a challenging problem that requires much knowledge and expertise and may not be available within the firm. Addressing the Problem and challenge can lead to short-term negative consequences, including a temporary decrease in productivity and financial losses.

**Problem Statement**

The automotive industry is highly competitive, thus creating the need for companies like XYZ to remain profitable. The company has been recently experiencing low productivity levels and a high turnover rate of its employees. The low productivity levels have disadvantaged the firm since they have made it not meet its goals and objectives, thus affecting its profitability negatively (Wang et al., 2020). Low productivity has also made the company struggle to meet its rates of production, thus resulting in delayed delivery times, a reduction in customer satisfaction, and a loss of market share to its competitors. It has resulted in the creation of a stressful work environment for employees, which has led to a reduction in morale and also motivation levels. It has been a challenge to XYZ company since it has increased employee absenteeism, thus reducing productivity. It has also harmed the firm's reputation since most customers have received perceptions that the firm is unreliable and unprofessional, leading to the loss of trust and a reduction in customer loyalty. It has made it challenging for the firm to attract new customers and retain the existing ones.

A high employee turnover rate has similarly resulted in increased costs. It is due to an increase in the hiring price and the need to train new employees. The firm has been forced to spend much money recruiting, orienting, and teaching them, thus straining its budget. A high employee turnover has also reduced productivity (Jaharuddin & Zainol, 2019). It has been the case since most new employees take time to get up to speed with their roles and responsibilities, reducing productivity. The firm has been experiencing a dip in productivity during the onboarding process, thus affecting its profitability negatively. The XYZ company has been experiencing a high employee turnover rate, which has negatively impacted the company's culture

**Recommendations for Leaders and Management**

The following recommendations are proposed to help address the Problem of high employee turnover in XYZ company. It is recommended to implement a comprehensive employee recognition and reward program. The program should align with the Contingency Theory and be designed to recognize and reward the employees demonstrating exceptional performance, productivity, and commitment to the firm. It is also recommended to conduct regular employee satisfaction surveys. It will be of much significance in identifying the areas that need improvement and also address the concerns and issues arising or contributing to the increased turnover rate of the employees. The XYZ company can also make recommendations to offer career development opportunities. Such include training and mentoring programs and coaching programs to help enhance the employees' skills and provide a clear path for career growth within the firm.

It will be of much significance if the firm takes recommendations to develop a culture of open communication and transparency. It will make the employees feel comfortable sharing their feedback, concerns, and suggestions with management and leadership. It is also recommended that XYZ company give its employees competitive salaries, benefits, and incentives. It will help attract and retain skilled and experienced employees within the firm. Increasing wages, benefits, and incentives for the employees will also be significant since it will boost the morale and motivation of the employees. In cases where employees feel that they are being compensated fairly, it is likely to make them feel motivated and engaged in their work. It can also help improve the morale and job satisfaction of the employees, thus leading to higher productivity and better customer service. Increasing the number of employees will also improve the company's financial performance. It will happen if the company also has to retain the top talents within the organization and improve the employees' productivity.

**Conclusion**

Addressing the high employee turnover rate in XYZ company will need a comprehensive approach that will align with the Contingency Theory. The company will thus reduce its turnover rate and retain skilled and experienced employees if it implements an employee recognition and reward program and offers career development opportunities.

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