

SUMMARY OF MASTER’S DISSERTATION

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<p style="margin: 0;">Title</p> <p style="text-align: center; margin: 10px 0 0 0;">Organizational Factors That Affect the Turnover and Continuance Intention of Young Employees in Japanese Companies</p>			
<p style="margin: 0;">Abstract</p> <p style="margin: 5px 0 0 0;">The purpose of this research is to identify the organizational factors that affect the turnover and continuance intention of young employees (regular employees from 25 to 35 years old) in this modern age, and to verify exactly how these identified factors affect turnover and continuance intention.</p> <p style="margin: 5px 0 0 0;">As qualitative research, the author interviewed 18 young regular employees who had no experience of leaving a job. The data obtained from these interviews were categorized into “organizational factors desired by youth in Japanese companies (retention factors)” based on the KJ method. Furthermore, the M-GTA method was used to identify organizational factors that affect the process of “reason to be able to overcome inclinations to leave their jobs”. The results show that one of the retention factors is the satisfaction level of young employees regarding their communication with the HRM department, and that this communication satisfaction level has an influence on the process of overcoming their inclinations to leave their jobs.</p> <p style="margin: 5px 0 0 0;">Additionally, the author interviewed 5 young regular employees who have had the experience of leaving their jobs in the past. The data obtained from these interviews were analyzed using narrative analysis (theme analysis) to identify the background factors why there had been no option to consult with the HRM department at the time they left their jobs. The results show that the young employees’ communication satisfaction with the HRM affected the turnover process. Furthermore, results show that there was no easy contact between the HRM and young employees, so young employees were in a situation where they could not expect much of HRM.</p> <p style="margin: 5px 0 0 0;">Given these, as quantitative research, the author conducted a questionnaire to clarify how "communication satisfaction level with HRM" affects the turnover and continuance intention of young employees. 194 responses were collected with the cooperation of eight major Japanese companies and subsequently analyzed. Upon conducting a Structural Equation Modeling (SEM) analysis, it shows that "communication satisfaction level with HRM" has a significant effect on the turnover and continuance intention of young employees. And, through various analyses, by raising "communication satisfaction levels with HRM", results suggest that it would be possible to prevent an increase in the desire of turnover and to increase job retention when communication satisfaction with their superiors is high.</p>			
<p style="margin: 0;">Key Word(5 words)</p> <p style="margin: 5px 0 0 0;">Young Employees, Turnover , Organizational Commitment, Communication, Human Resource</p>			