

RECRUITMENT AND RETENTION PRACTICES:  
THE CASE OF SYMEX - ASIA, INC.

*Case Study*

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**RECRUITMENT AND RETENTION PRACTICES:  
THE CASE OF SYMEX – ASIA, INC.**

A Case Study  
Submitted to the Faculty of the  
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## **ABSTRACT**

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This case study was conducted to find out the recruitment and retention practices used by Symex Security Services. Inc. and to provide basis in recommending human resource management interventions intended for the company to attract qualified desirable employees as well as to strengthen and further improve its retention practices.

Interview method was utilized in data collection. Administrators and selected security guards, who served as the respondents of the study were interviewed to answer the objectives of the study. Data gathering was reinforced by actual on the job training at the company. Interview sessions, actual observations and training were transcribed and written descriptively.

Results indicated that the security agency has in-place recruiting practices including job posting, interview, testing and medical examination before hiring qualified applicants.

With regard to retention practices, the company has established retention practices / strategies to retain and motivate employees including on-time giving of compensation, providing rewards and recognition, giving benefits to employees and approving request of transfer by employees.

There was only one problem identified by the management with regard to recruitment and retention which was the limited supply of quality guards.

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# **RECRUITMENT AND RETENTION PRACTICES: THE CASE OF SYMEX – ASIA, INC.1/**

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## **INTRODUCTION**

Recruiting and retaining desirable and qualified employees are the major concerns of most organizations. Companies want to attract individuals who are capable of performing the assigned tasks and at the same time have the potential in executing additional work activities. They are also being challenged in motivating their employees / staff to stay in their organizations for them to produce work outputs needed in the realization of the company's goals.

Unfortunately, some of the companies find it difficult to entice potential applicants due to factors such as low salaries, wages, limited benefits, and some work place environment concerns. In addition, companies also have a hard time keeping their personnel due to greener or better job opportunities elsewhere.

Security agencies are companies that attract and retain the best employees to meet the increasing security and safety demands of their clientele. They utilize specific hiring strategies to meet the standards of the Philippines National Police (PNP) and at the same time employ motivating techniques to keep high – performing security guards.