Exit Interview Assessment

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Registration Details

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Experience: 3

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INTRODUCTION

The information in this report illustrates about the factors that lead employees quit/leave the organization.

EXIT INTERVIEWS AND IT'S BENEFITS

Exit interview is an assessment for an employee who leaves the organization. Exit interviews offer opportunities to figure out why someone leaves an organization. Mettl Exit Interview Assessment can help improve organizational effectiveness by reducing employee turnover and the associated costs of hiring and training new employees.

WHY METTL EXIT INTERVIEW ASSESSMENT

- To get an unbiased view of the outgoing employee.
- To get feedback and suggestions related with organization's policies, culture etc.
- To use the reason(s) of quitting for the further development of the organization.
- To get an opportunity to 'make peace' with disgruntled employees, who might otherwise leave with vengeful intentions.
- To obtain relevant and useful data through results and analysis of exit interviews that helps in training needs analysis and training planning processes.
- To improve recruitment and induction of new employees. It also provides direct indications as to how to improve staff retention.
- To get a chance to retain a valuable employee who would otherwise have left (organizations often accept resignations far too readily without discussion or testing the firmness of feeling – Mettl Exit Interview Assessment provides a final safety net).

EXECUTIVE SUMMARY

Level of Satisfaction

Satisfied

3 Major Factors Affecting the Decision to Leave the Organization

Work Pressure: Dissatisfied

Performance Management System: Neutral

Top Engagement Drivers

Role: Highly Satisfied

Location: Highly Satisfied

Other Factors: Highly Satisfied

WHY IS THIS EMPLOYEE LEAVING YOUR ORGANIZATION?

Is it the organizational factors or the personal factors that are leading employees to leave your organization? Organizational factors are the factors which are directly linked to the organization. It includes factors such as Company Practices/HR Practices, Performance Management System, Interpersonal Relationships, Organizational Culture, Work Pressure etc. Personal factors are the factors that are attributed to the individual, but affect his/her decision to leave the organization. It includes sub factors such as Geographical Location, Personal Career Goals and other Personal factors.
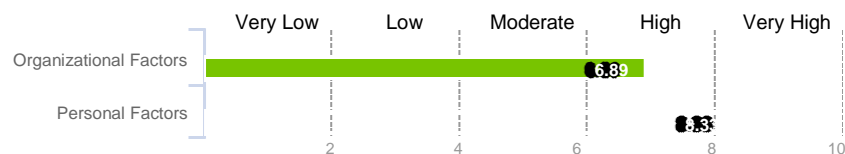
Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Organizational Factors: High

This demonstrates the extent to which the organizational factors have influenced the employee's decision to exit.
The employee's high score indicates that he/she is "Satisfied" due to the organizational factors.

Personal Factors: Very High

This demonstrates the extent to which the personal factors have influenced the employee's decision to exit.
The employee's very high score indicates that he/she is "Extremely satisfied" due to the personal factors.

FACTORS AFFECTING THE EMPLOYEE'S DECISION TO LEAVE YOUR ORGANIZATION

ORGANIZATIONAL FACTORS

Organizational factors are the factors which are directly linked to the organization. It includes the following factors:

• **Company Practices/HR Practices**- Refers to policies and practices that an organization adheres to.

• **Performance Management System**- Refers to the process through which goals are consistently being met in an effective and efficient manner.

• **Interpersonal Relationships**- Refers to the degree of comfort and ease through which employees communicate amongst each other.

• **Work Processes and Resources**- Refer to the processes and resources that are needed to perform one's duties effectively and efficiently.

• **Career Opportunities**- Refers to the organizational support to an employee for career advancement and growth options within the organization.

• **Role**- Refers to the extent to which an employee is satisfied with one's job role and he/she is doing what he/she is doing as the per defined job demands for the role.

• **Immediate Supervisor/Manager**- Refers to the extent to which there is clarity amongst the employees regarding the performance expectations of their seniors and whether they feel valued, acknowledged, appreciated by their managers.

• **Work Pressure**- Refers to the degree to which an employee is over-loaded or under pressure to perform tasks and duties.

• **Work/Life Balance**- Refers to the extent to which an employee is able to adequately fulfill both the personal and professional commitments.

Company Practices/HR Practices
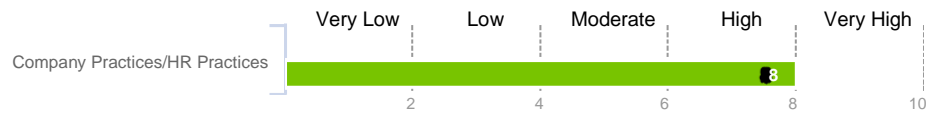
	Very Low	Low	Moderate	High	Very High
Company Practices/HR Practices				8	

2   4   6   8   10

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Company Practices/HR Practices: Very High

This demonstrates the employee's satisfaction with the policies and practices that an organization adheres to. It also includes HR functions such as employee grievance handling, treating all employees equally and attending to employees' problems (if any) and solving them on time.

The employee's very high score indicates that he/she is "Extremely satisfied" with the company practices and policies.

Performance Management System

	Very Low	Low	Moderate	High	Very High
Performance Management System		4			

2   4   6   8   10

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Performance Management System: Moderate

This demonstrates the employee's perception about the performance management system with respect to fairness in terms of performance appraisals, salary, compensation and benefits etc.

The employee's moderate score indicates that he/she is "Neither satisfied nor dissatisfied" with the performance management system of your organization.

Interpersonal Relationships

	Very Low	Low	Moderate	High	Very High
Interpersonal Relationships				7	

2   4   6   8   10

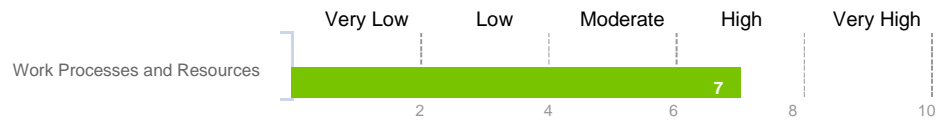**Values shown in above chart are absolute scores**

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Interpersonal Relationships: High

This demonstrates the employee's relationships with colleagues/managers/ seniors.

The employee's high score indicates that he/she is "Satisfied" with his/her interpersonal relationship with his/her colleagues/managers/ seniors.

Work Processes and Resources

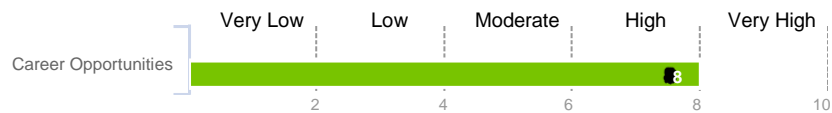**Values shown in above chart are absolute scores**

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Work Processes and Resources: High

This demonstrates the employee's perception about the processes and resources that are needed to perform one's duties effectively and efficiently, including training to perform one's job efficiently, clearly defined roles and responsibilities, clearly defined work processes (wherever possible).

The employee's high score indicates that he/she is "Satisfied" with the work processes and resources.

Career Opportunities
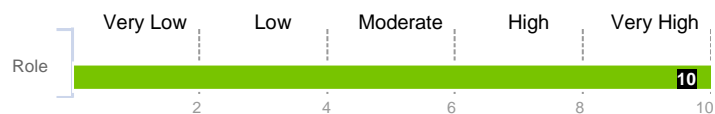

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Career Opportunities: Very High

This demonstrates the employee's perception about the organizational support to an employee for career advancement and growth options within the organization.

The employee's very high score indicates that he/she is "Extremely satisfied" with the career opportunities within the organization.

Role
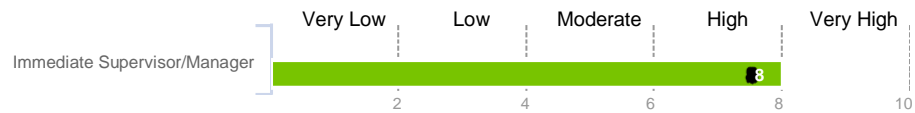

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Role: Very High

This demonstrates the extent to which an employee is satisfied with one's job role and he/she is doing what he/she is doing as the per defined job demands for the role.

The employee's very high score indicates that he/she is "Extremely satisfied" with one's job role.

Immediate Supervisor/Manager

	Very Low	Low	Moderate	High	Very High
Immediate Supervisor/Manager					8

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Immediate Supervisor/Manager: Very High

This demonstrates the employee's perception about his/her relationship and rapport with the supervisor/ manager.

The employee's very high score indicates that he/she is "Extremely satisfied" with the immediate supervisor/manager.
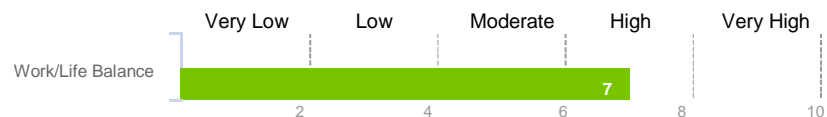
Work Pressure

	Very Low	Low	Moderate	High	Very High
Work Pressure	3				

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Work Pressure: Low

This demonstrates the employee's perception about the degree to which he/she is over-loaded or under pressure to perform tasks and duties. .

The employee's low score indicates that he/she is "Frustrated" due to the work pressure.

Work/Life Balance

	Very Low	Low	Moderate	High	Very High
Work/Life Balance				7	

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Work/Life Balance: High

This demonstrates the employee's perception of the extent to which he/she is able to adequately fulfil both the personal and professional commitments. .

The employee's high score indicates that he/she is "Satisfied" due to the good work/life balance while working with your organization.

PERSONAL FACTORS

Personal factors are the factors that are attributed to the individual, but affect his/her decision to leave the organization. It includes the following factors:

• **Geographical Location**- Refers to the geographical location of the organization and if that location is feasible for the employees to be located at to fulfill his/her professional commitments.

• **Career Goals**- Refers to the personal goals that motivates/drives an employee, which involves better job opportunities outside one's current organization, better pay package, better role etc.

• **Other Factors**- It may include family reasons such as spouse's transfer or a new job location, reasons like personal health, family responsibilities, a person's stress resiliency etc.
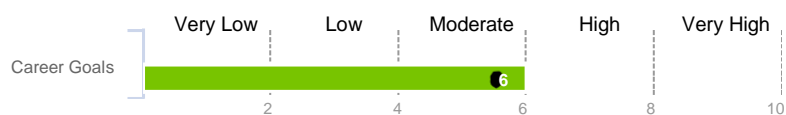
Geographical Location

	Very Low	Low	Moderate	High	Very High
Geographical Location					10
	2	4	6	8	10

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Geographical Location: Very High

This demonstrates the employee's physical and psychological comfort in being in the geographical location of your organization. The employee's very high score indicates that he/she is "Extremely comfortable" with the location of the organization.

Career Goals

	Very Low	Low	Moderate	High	Very High
Career Goals			6		
	2	4	6	8	10

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Career Goals: High

This demonstrates the employee's personal goals that motivates/drives him/her. The employee's high score indicates that he/she is "Satisfied" as she/he is able to fulfill his/her career goals.

Other Factors

	Very Low	Low	Moderate	High	Very High
Other Factors				8	
	2	4	6	8	10

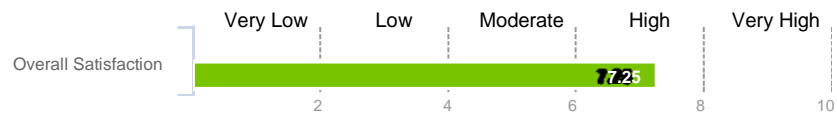**Values shown in above chart are absolute scores**

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Other Factors: Very High

This demonstrates the personal reasons such as spouse's transfer or a new job location, personal health, family responsibilities, a person's stress resiliency, that affect his/her decision to leave the organization .

The employee's very high score indicates that he/she is "Extremely satisfied" due to the other factors.

OVERALL SATISFACTION

	Very Low	Low	Moderate	High	Very High

Overall Satisfaction ▮▮▮▮▮▮▮ 7.25

2   4   6   8   10

Values shown in above chart are absolute scores

■ Very Low ■ Low ■ Moderate ■ High ■ Very High

Overall Satisfaction: High

This demonstrates the employee's overall satisfaction with his/her job in your organization at the time of the exit interview.

The employee's high score indicates that he/she is "Satisfied" with his/her job as a whole, at present.

Recommendations to reduce Employee Turnover

1. Modify your corporate culture:-
   - Foster a "people culture", wherein your employees are considered to be your greatest asset.
   - Communicate a clear mission and a vision for the future of the organization to the employees.
   - Ensure there is alignment between how you want to shape your company and how it is in reality being shaped, at present, by the actions of the employees as well as the management.
   - Develop employees for leadership roles and help them grow with the organization.

2. Cultivate a workplace environment that communicates that the organization cares about the employees':-
   - Practice a zero tolerance policy for bullying and harassment in the workplace.
   - Provide equal rights and opportunities to all employees'.
   - Promote an 'open door' policy to encourage employees to freely communicate their grievances, concerns as well as suggestions.
   - Encourage employees' to take short breaks in between tasks to rest.

3. Keep the employees' informed about any organizational change that takes place :-
   - Inform them why the change is occurring
   - Help them understand their role in the change and how they can be benefitted by the same.
   - Provide them adequate support and training required to deal with the changes.

4. Identify the right leaders
   - Choose leaders based on skills, knowledge and experience.
   - Match the leaders' behaviors and skills to the goals and expectations of the organization.
   - Enhance the skills and close any gaps through training, coaching, on the job learning for the leaders.

5. Develop your employees
   - Right employees in the right position- ensure that job roles and responsibilities match the worker's skills, abilities and knowledge.
   - Keep employees motivated- Constantly engage employees by providing them with rewards and incentives (like gift vouchers, certificates etc.) for targets achieved within a particular time frame.
   - Avoid workload and overtime- let them enjoy their personal lives and rejuvenate to ensure a healthy and stress free life.
   - Foster innovation- encourage them to think out of the box to accomplish tasks in a creative way.
   - Help employees excel in their respective jobs by giving them opportunities for career growth and development like training programs, workshops and so on.
   - Give employees challenging and interesting tasks to keep them stimulated and involved.

6. Involve employees in decision making process:-
   - Provide employees' with opportunities to participate in making decisions about aspects which directly relate and affect their jobs.
   - Encourage employees to openly voice their opinions and suggestions.

7. Make Job Descriptions clear:-
   - Clearly define the roles and responsibilities of the employees'
   - Clearly define the expectations of the particular role as well as role of others in the organization, to avoid conflict
   - Update and inform the employees' whenever changes occur in job roles.
   - Avoid clashes in job roles by asking employees to carry out multiple roles at a time.

8. Carry out regular Performance Appraisals:-
   - Give employees feedback on how well they are progressing towards their targets
   - Appreciate and reward good work
   - Suggest measures to improve performance
   - Discuss and decide upon achievable, realistic and time-bound targets and goals for the future.

9. Encourage open communication:-
   - Ensure there is transparency in communication at all levels and all employees are aware of what is happening around them.
   - Let the employees know of the values and behavior that are considered to be favorable and acceptable, do not leave them to guess.

10. Help employees' build good interpersonal relationships with each other:-

- Give opportunities to employees to interact with each other socially by organizing office parties, outings and so on.
- Provide employees' a common place where they can go during their break to relax and unwind.

11. Encourage Teamwork:-
- Productivity increases when employees work together- Allow team members to interact frequently and consistently with each other to build long term relationships with each.
- Be friendly with your team- How managers interact with one's team plays a role in motivating employees to go above and beyond just what is required.

12. Provide employees with adequate resources:-
- Give employees the required resources (like supplies, machinery and so on) to complete tasks efficiently and successfully.

13. Give high performing and competent employees fair and equitable opportunities for promotion and advancement within the organization.

•Treat employees fairly when it comes to pay and benefit.

14. Ensure your employees' physical and psychological safety at the workplace.

15. Promote maintenance of a healthy lifestyle by incorporating programs to enhance psychological well-being of the employees:-
- Providing services which can be used by employees and their families- child care centers, wellness centers etc.
- Having employee assistance programs (EAP) - to help them deal with personal and work problems like health concerns, financial problems, emotional distress and so on.
- Offer programs for professional and personal development- relaxation, stress management, time management, communication skills, team building and others.
- Invest in the well-being of the employees-physical and mental health as lifestyle issues like smoking, stress etc are most likely to reduce an individual's capacity and performance.

16. Focus on improving the organizational effectiveness, as this will lead to high levels of pride, satisfaction and trust in the organization and in turn create a sense of employee loyalty.

Overall Summary

MARKS SCORED

	Score	Percentile	Percentage
Exit Interview	87 / 128	100	67.97
Total	87 / 128	100	67.97

Percentile is among 4 candidate(s) who've taken this test.

SUMMARY OF ATTEMPTS

8 Not Attempted
(Scored 0/8)

7 Correct
(Scored 35/35)

17 Partially Correct
(Scored 52/85)

TIME TAKEN

0	3
hr	min

Available time: **0 hr 35 min**

TOTAL QUESTIONS

32

Test Log

11 Jan,2015

07:19 pm   Started the test with Exit Interview

07:22 pm   Finished the test