



Employee Exit Survey

Objective: To reduce employee turnover through a better understanding of the contributing factors.

It is important for every organization to monitor the sentiments of their workforce. Employees who leave the company voluntarily are arguably the most valuable source of data when it comes to employee satisfaction. Employee exit surveys are an effective medium for capturing this information.

About the Model

The ExecuSurv Employee Exit Survey anticipates the reality that, in today's organizations, a myriad of forces influence an employee's decision to leave the organization. Employees are asked to rate a number of potential factors on how much each affected their decision to leave the organization. The survey addresses a wide variety of issues that may affect an employee in any organization.

Included in the model are: Work Environment, The Job Itself, Work-Life Balance/Personal Change, Compensation/Salary, Benefits, Immediate Supervisor, Senior Management, and Training and Development. In addition, the last section of the survey gives the respondent an opportunity to respond to some open-ended questions, specifically *what they liked most about working for the company, what they liked least about working for the company, and what changes would make the company a better place to work*. The responses to these questions will help round out the numerical data and perhaps catch an issue that goes above and beyond the scope of the survey. Also, the final question will provide the company with positive feedback about what is attracting employees to their organization so that they can develop or foster that particular aspect of the organization.

About the Author

ExecuQuest is a 30 year old leadership development consulting firm and the parent company to ExecuSurv. The principals of ExecuQuest are recognized as some of the leading minds in the field of Organizational Development. ExecuQuest has helped numerous companies improve the performance of their employees and develop their leaders, including TJX Companies, ING Financial Network, E & J Gallo Winery, Reed Elsevier, Christie's, and many more.

Jaime Jusidman, Founder and President of ExecuQuest and ExecuSurv, is an international consultant who has worked with hundreds of companies across a variety of industries, including retail, food service, technology, healthcare, finance and telecommunications. For over 30 years he has trained and coached over 10,000 managers, executives and top team members from many of the largest firms in the U.S., Central & South America, and Europe. He has extensive experience in team building, 360 feedback, executive coaching, leadership development and change management.

Areas Measured

Work Environment
The Job Itself
Work-Life Balance/Personal Change
Compensation/Salary
Benefits
Immediate Supervisor
Senior Management
Training and Development

Sample Items

- Work Environment
- Obstacles to getting the job done (lack of cooperation from other departments, access to information, etc.)
 - Lack of job security
 - Unfair treatment of employees
- Work-Life Balance/Personal Change
- Family commitments or dependent care
 - Commute or transportation issues
 - Beginning new career in a different industry/area
- Benefits
- Retirement benefits (pension plan, 401k)
 - Medical benefits
 - Vacation/personal leave
- Training and Development
- Lack of opportunities to expand skills/knowledge
 - Lack of opportunity to work in other areas of interest within the organization

Language Options

English

Instrument can be translated into other languages.



The Value of Employee Exit Surveys

The ExecuSurv Employee Exit Survey enables organizations to capture information related to factors influencing employees' decision to leave the firm. Armed with this information, the organization can take action, both in terms of creating a more accommodating work environment and even in terms of identifying factors/attributes that make a person a strong candidate for employment in the first place.

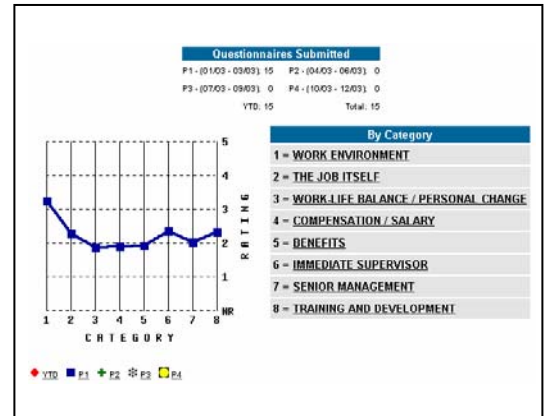
Another factor to consider is that significant resources – both financial and human – are spent combating employee turnover. And that figure does not even include the productivity loss that occurs when a trained employee exits the organization and is replaced by a person requiring training to get up to speed. Anything an organization can do to improve retention, it should. Even a 1% improvement in retention can equate to enormous savings in hard and soft dollars. Exactly how much can you save your organization? Consider the following scenarios: For an organization of 750 people, where the average cost of replacing an employee is \$15,000, a 0.5% reduction in turnover can save as much as \$56,250. For an organization of 10,000 people, where the average cost of replacing an employee is \$25,000, a 1% reduction can save as much as \$2,500,000.

Ongoing employee exit surveys enable organizations to track progress and ensure continuous improvement. How will you know when things are improving? Over time, employees will develop a psychological or emotional attachment to your company, known as an "affective commitment." Affectively committed employees are more likely to stay with the organization, will recommend the organization as a good place to work, are willing to go the extra mile to achieve results, help maintain profitable customer relationships, and serve as advocates for the organization.

In short, employee exit surveys are an integral part of well-oiled organizations. In today's business world, employees are wielding more and more influence in the workplace - and that has serious consequences for companies, especially those striving to survive in an increasingly competitive business environment.

About ExecuSurv

Founded in 1996, ExecuSurv traces its roots back to an established Organizational Development consulting firm. The principals of the firm recognized that the Internet could be leveraged as a channel of communication, greatly increasing the efficiency and effectiveness of data gathering. ExecuSurv began development of its survey platform in 1997, deployed its first survey in 1999, and is positioned today as one of the only companies of its kind that can deliver proven web-based survey applications in combination with the experience and expertise to help organizations manage the overall survey deployment process.



The Technology

The technology that underlies our survey applications is web-native and 100% proprietary. It was designed with the singular intention of gathering data online. The system has a built-in set of user-friendly data analysis tools, which includes:

- Demographic segmentation
- Longitudinal comparison
- Average score by category (*shown above*)
- Average score by question or item
- Score distribution by question
- Demographic segment ratings against overall company norm.
- Responses to open-ended questions

The system resides on ExecuSurv's secure server, hosted in one of Southern California's most prominent co-location facilities. The data is stored on an SQL server. Our team fully administers the deployment of each survey, so no administrative or IT resources are required of the client.

Additional Services

- ✓ Custom Deployments
- ✓ Data Analysis and Reports
- ✓ Paper Survey Processing