



Employee
Insights

Exit Surveys

Employee disengagement impacts the bottom line.

Can results from an employee exit survey reduce voluntary turnover?

How do you retain your valuable human assets?

What is the financial cost of voluntary turnover?

Exit surveys answer “Why?”

High voluntary turnover has equally high costs. When left unchecked, it reduces productivity, efficiency, and morale; ultimately impacting customer satisfaction and the bottom line. Given these cost considerations, exit surveys yield a significant return on investment. By proactively researching the reasons why employees leave, organizations can gain actionable results to create targeted turnover solutions.

We help clients identify key issues that cause voluntary turnover and implement strategies to increase retention. We provide a standardized exit survey instrument or create a custom survey process designed specifically for your work environment. Exit surveys may be administered online, on paper, or by telephone. When the results come in, our consultants will work with your organization to help you understand the issues causing valued employees to leave.



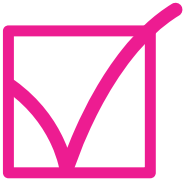
Turnover of key employees weakens the quality, timing and innovation of products and services delivered.

Benefits

- Improve employee retention and decrease turnover
- Identify root cause of turnover by business segment
- Increase the objectivity of your process with a nonpartisan, third-party vendor
- Gain in-depth analysis with historical data through online Ad Hoc report builder
- Hold managers accountable for causes of turnover through specific departmental reporting
- Link exit survey data to employee survey results to determine how employee engagement is impacting turnover

Features

- Cumulative data reporting available monthly, quarterly, biannually, or annually
- Detailed reporting available online at sub-unit levels (departmental, store, job function, etc.)
- Research-based validated survey item bank
- Normative benchmark data to compare your results with other organizations
- Online action planning to help managers and supervisors retain their most productive employees



Exit Surveys are strategically designed to foster candid feedback.

Identify the Key Drivers of Why Your Employees Leave

- Expectations were not met
- Low levels of trust and confidence in senior management
- Too little coaching and feedback
- Limited growth and advancement opportunities
- Failure to recognize hard work
- Wrong job for the right person
- Lack of work-life balance flexibility

Turn Insights Gained into Actions

Our action planning tool facilitates the development of action plans to improve retention and maintain your competitive advantage. Establishing an ongoing system to track reasons for employee turnover, and then developing action plans to address them, can help make the most of your exit surveys. The online action planning tool gives you a central place to create, sort, and view action plans related to the exit survey. This allows you to hold managers accountable for timely action plan implementation, ensuring that you maximize the value of your exit survey.

Ranked by this group		
Items	Retail Total	Company Total
4. My manager treated me with respect and dignity.	66%	66%
2. The job responsibilities matched what I was told in the interview process.	64%	64%
3. My manager gave me regular feedback on my performance.	63%	61%
5. My manager recognized me when I do a good job.	58%	58%
11. There was teamwork between my work group and other work groups.	57%	57%
1. My job made good use of my skills and abilities.	52%	52%
8. I felt the benefits program compared favorably with programs in similar companies.	50%	50%
7. I had the opportunity for personal development and growth.	49%	49%
9. In comparison with the people in similar jobs in other companies, I felt my pay was competitive.	47%	47%
12. I would recommend the company to others as a good place to work.	4	
10. My work schedule allowed sufficient flexibility to meet my personal/family needs.	4	
13. I would consider working for this company again in the future.	4	
6. I received the training I needed to do a quality job.	4	

Items	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N Size	Percent Responding		
							Favorable	Neutral	Unfavorable
1. My job made good use of my skills and abilities.						5,391	52%	11%	37%
Retail Total	23%	29%	11%	15%	22%	5,391	52%	11%	37%
Company Total	23%	29%	11%	15%	23%	47,796	52%	11%	38%
2. The job responsibilities matched what I was told in the interview process.						5,126	64%	13%	23%
Retail Total	26%	38%	13%	9%	14%	5,126	64%	13%	23%
Company Total	26%	38%	13%	10%	14%	45,325	64%	13%	24%

About TNS Employee Insights

DISCOVER A Changing World, New Territories, New Opportunities and Higher Business Performance

We deliver customized employee and customer surveys that measure the vital link between employee engagement, customer satisfaction and business performance. We help large organizations identify specific attitudes and behaviors that impact their bottom lines and convert survey data into actions that enhance both employee and company performance.

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