



TenStep Supplemental Paper

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Exit Interviews

An employee leaving the organization has become common in most organizations today. Employee exit procedures have become even more common than hiring procedures for HR departments. However, very few organizations really take exit procedures seriously.

Despite being aware that exit interviews can provide valuable information, not many organizations know how to go about them. The problems with the present systems are:

- Exit interviews are generally in hard-copy format, and compiling information is tedious.
- The information gathered is subjective, and analyzing the information is not easy.
- The exit interviews are face-to-face, making the exiting employees feel intimidated so they rarely respond honestly.

Automated exit interview systems are a viable option. In such interviews:

- The supervisor first marks the exiting employee's records as 'terminating' in the database.
- Communication via e-mail or a letter with instructions and a PIN is sent to the exiting employee.
- The employee completes the exit interview online.
- HR keeps track of the process and sends reminders periodically until completion of the process.
- Authorized HR personnel and the senior management can access the system to analyze and review the information gathered.

Benefits of automated system

- Provides more honest and accurate responses and improves participation levels.
- Time spent on gathering information is reduced drastically.
- The quick results available from evaluating the information help the organization take timely action on issues of concern.

The automated exit interview system generates effective exit interviews and measurable results.