A Study on Exit Interview

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Abstract- This study has been done in SUPER AUTO FORGE PRIVATE LIMITED to identify the exit of employees in the organization an exit interview in relation to employerbranding is a valuable process that helps organizations gather feedback from departing employees. The steel and aluminium industries are vital sectors in manufacturing and construction. Steel is known for its strength and versatility, used in everything from buildings to vehicles, while aluminum offers lightweight properties and corrosion resistance, making it valuable in aerospace, automotive, and packaging. Both industries face challenges like fluctuating raw material costs, environmental concerns, and global competition. Yet, they continually innovate to meet demands for sustainable practices and advanced materials.

I. INTRODUCTION

Exit interview is a human resource practice carried out by the organization to gain valuable feedback from the employee who is leaving the organization. It is a standard procedure to obtain insights on the company's strengths and weaknesses, as perceived by the leaving employee. In an exit interview, an interviewer can be an HR representative, manager, owner or any other person like a third-party consultant. An interviewee is a person who is terminating his/her services in the organization.

II. SCOPE FOR THE STUDY

For Analyzing Exit Interview Data by examining the data collected from exit interviews to identify patterns and common themes regarding employee departures. Evaluating Organizational Policies by assessing the effectiveness of current HR policies and practices based on feedback from departing employees. Recommending Improvements by providing actionable recommendations to management based on the findings to enhance employee retention and job satisfaction. Comparative Analysis by conducting a comparative analysis of exit interview feedback over different time periods to identify trends and measure the impact of implemented changes on employee retention rates.

NEED FOR THE STUDY

To Understand Employee Turnover: Identifying the primary reasons why employees leave the organization to address and reduce turnover rates. To Improving Retention Strategies: Gaining insights from exiting employees to develop more effective retention strategies and enhance employee satisfaction. To Enhancing Organizational Culture: Collecting feedback to identify areas for improvement within the company culture, leading to a more positive and productive work environment. To Identifying Training and Development Needs: Discovering gaps in training and development programs that might be contributing to employee dissatisfaction or underperformance. To benchmarking Against Industry Standards: Comparing the exit interview data with industry benchmarks to understand how Auto Forge Private Ltd. stands in terms of employee satisfaction and retention relative to competitors.

II. OBJECTIVES FOR THE STUDY

PRIMARY OBJECTIVE:

- To study the exit interview in employer branding with reference to the SUPER AUTO FORGE PRIVATE LIMITED.

SECONDARY OBJECTIVE:

- To Identify Reasons for Employee Turnover
- To assess Employee Satisfaction and Dissatisfaction
- To Improve Retention Strategies and enhance organizational policies
- To Facilitate Continuous Improvement

III. LIMITATIONS OF THE SYUDY

- Limited number of exit interviews may not represent the entire workforce
- Departing employees might not provide fully honest feedback due to fear of repercussions.
- Conducting interviews too close to the departure date may capture immediate emotions rather than long-term issues.

IV. REVIEW OF LITERATURE

KirsiLumme-Sandt(2024)efforts to extend careers, workers continue to withdraw from working life before reaching the old-age pension age. The complexities behind early exit decisions have been extensively studied to understand the individual factors influencing the decision-making processes. However, fewer studies have attempted to understand how underlying cultural notions of age shape these decisions.

Kaznacheeva.N(2024) The authors discuss an important tool, an exit interview that makes it possible to reduce staff turnover and increase the attractiveness of the company's HR brand. Opportune and high-quality decision-making is the main task of any manager who strives to work for the benefit of their company.

König . J March 2022 According to previous research, exit interviews do not fulfill the purpose of generating useful feedback from parting employees. According to signaling theory, they might, however, serve a different purpose: to leave one last good impression on parting employees.

Jacob Alexander July 2022 The study aims to understand the current process of exit interviews carried out by the organization and identify any deficiencies in the process. The study also aims at identifying more effective ways to conduct exit interviews for their proper impact and utility.

O'Connor and colleagues (2019) examined the role of exit interviews in identifying patterns or recurring issues within the organization. They found that exit interviews can provide valuable data on organizational weaknesses and areas requiring improvement that may not be apparent through other means, such as employee surveys or performance evaluations.

V. RESEARCH METHODOLOGY

Research is a process of systematic inquiry that entails collection of data, documentation of critical information, and analysis and interpretation of that data/information, in accordance with suitable methodologies set by specific professional fields and academic disciplines.

VI. DATA COLLECTION

1. PRIMARY DATA

The data which is collected for the first time is called as primary data. The various sources of collecting primary data are questionnaires, observation, interviews, consumer panels etc. The primary source used for this study is questionnaires. Primary data are collected from the employees of SUPER AUTO FORGE PRIVATE LIMITED by circulating a structured questionnaires among them.

2. SECONDARY DATA

The records and documents pertaining to the overall details of the organization and employees constitute the secondary sources such as books, journals and newspapers. The various sources of secondary data are books, magazines, statistical data sources, ect. Secondary data are obtained from company profile, internet, various other document, scope need and other reports of the company.

INDUSTRY PROFILE

The steel and aluminum industries are vital sectors in manufacturing and construction. Steel is known for its strength and versatility, used in everything from buildings to vehicles, while aluminum offers lightweight properties and corrosion resistance, making it valuable in aerospace, automotive, and packaging. Both industries face challenges like fluctuating raw material costs. Yet, they continually innovate to meet demands for sustainable practices and advanced materials.

Production Process: Steel production begins with the extraction of iron ore, which is then processed in blast furnaces to remove impurities and carbon, resulting in molten iron. This molten iron is then converted into steel through processes like basic oxygen furnace (BOF) or electric arc furnace (EAF) methods.

Aluminum production is energy-intensive, primarily due to the electrolysis process. Efforts are being made to improve energy efficiency, recycle scrap aluminum, and explore alternative production methods to reduce the industry's environmental footprint. Both industries play critical roles in various sectors of the economy, driving innovation, infrastructure development, and industrial growth worldwide. However, they also face challenges such as volatile commodity prices, regulatory constraints, and environmental concerns, necessitating ongoing efforts to improve sustainability and efficiency

Production Process: Aluminum is produced from bauxite ore through the Bayer process, which extracts alumina. Alumina is then smelted in electrolytic cells to produce pure aluminum through electrolysis, requiring significant energy input.
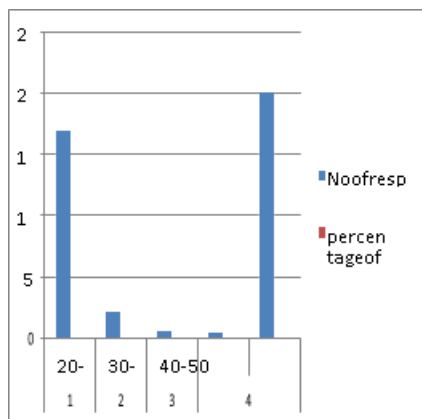
VII. ANALYSIS AND INTERPRETATION

1. Table showing age of the respondents.

S.No	Age	No.of respondents	percentage of respondents
1	20-30	169	84.50%
2	30-40	21	10.50%
3	40-50	6	3%
4	Above50	4	2%
	Total	**200**	**100%**

Interpretation:

Out of the 200 respondents, 84.5% are between 20-30 years, 10.5% are between 30-40 years, 3% are between 40-50 years and 2% are above 50 years.
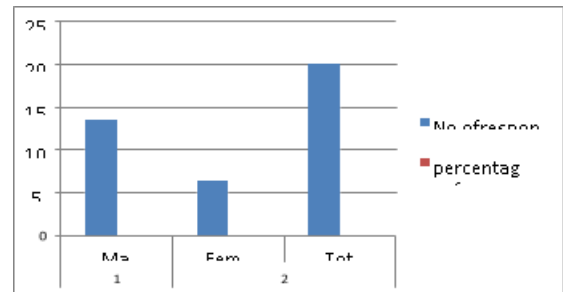

1(a)Chart showing Age of the respondents.

2.Table showing gender of the respondents

Interpretation:

Out of 200 respondents 68% are male respondents and 32% are female respondents.

| NO	Education qualification	No.ofrespondents	percentageoftherespondent
1	10th	11	5.50%
2	12th	26	13%
3	Diploma	53	26.50%
4	Undergraduate	92	46%
5	Postgraduate	18	9%
	Total	**200**	**100%**

2(a) Chart showing Gender of the respondents

3.Table showing Education Qualification of the respondents

S. no	Experience	No.ofrespondents	percentage ofresponders
1	0-10	160	80%
2	10-20	33	16.50%
3	20-30	6	3%
4	Above30	1	0.50%
	Total	**200**	**100%**

Interpretation:

From the above table inferred that 46% respondents are of undergraduate , 26.5% of respondents are of diploma, 13% of respondents are 12th, 9% of respondents are postgraduate and 5.5% of respondents are 10th.

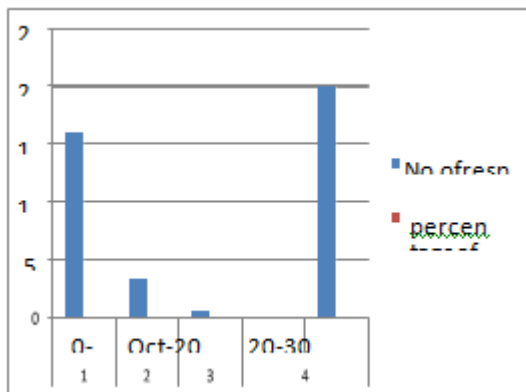**3(a) Chart showing education qualification of the respondents**
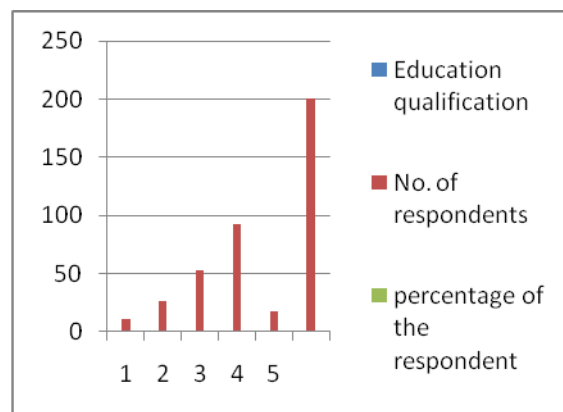
4.Table showing Experience of the respondents

| S.no	Opinion	No.ofrespondents	percentage oftherespondents
1	Highlysatisfied	93	46.50%
2	Satisfied	60	30%
3	Neutral	24	12%
4	Dissatisfied	21	10.50%
5	Highlydissatisfied	2	1%
	Total	**200**	**100%**

Interpretation:

From the above table inferred that 80% are between 0-10 years of experience, 16.5% of respondents are between 10-20 years of experience, 3% of respondents are between 20-30 years of experience and 0.5% of respondents are of above 30 years of experience.

4(a)Chart showing experience of the respondents

5.Table showing satisfaction level of overall experience working in the company of the respondents.

No	Gender	Noof respondents	percentage ofrespondents
1	Male	136	68%
2	Female	64	32%
	Total	**200**	**100%**

Interpretation:

From the above table inferred that 46.5% of respondents are highly satisfied. 30% of respondents are satisfied with the satisfaction level of overall experience working in the company, 12% of respondents are neutral, 10.5% of respondents are dissatisfied and 1% of respondents are highly dissatisfied with the level of overall working experience.

5 (a) Chart showing satisfaction level of overall experience working in the company of the respondents.
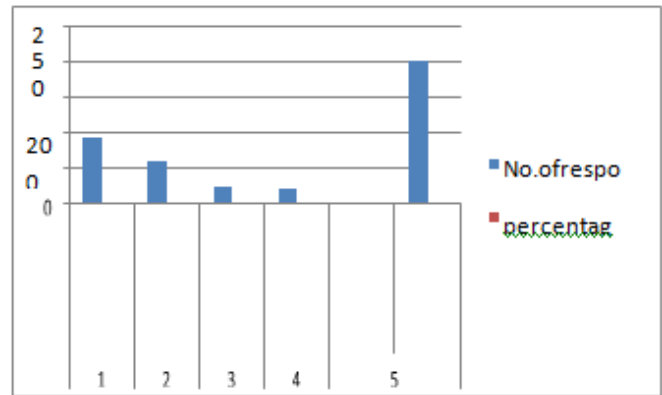
CHI-SQUARE BETWEEN EXPERIENCE OF THE RESPONDENT AND AGE OF THE RESPONDENT NULL HYPOTHESIS (H0):

There is no significant difference between experience of the respondent and age of the respondent.

ALTERNATIVE HYPOTHESIS (H1):
There is a significant difference between experience of the respondent and age of the respondent.

STATISTICAL TEST
Chi-Square was used the above hypothesis

age of the respondent

	Observed N	Expected N	Residual
20-30 years	169	50.0	119.0
30-40 years	21	50.0	-29.0
40-50 years	6	50.0	-44.0
Above 50 years	4	50.0	-46.0
Total	200		

experience of the respondent

	Observed N	Expected N	Residual
0-10	160	50.0	110.0
10-20	33	50.0	-17.0
20-30	6	50.0	-44.0
Above 30	1	50.0	-49.0
Total	200		

Test Statistics

	age of the respondent	experience of the respondent
Chi-Square	381.080[a]	334.520[a]
Df	3	3
Asymp. Sig.	.000	.000

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 50.0.

INTERPRETATION:

For an association to exist between the two variables the significant value must be less than 0.05, Therefore h0 is accepted

RESULT:

There is no significant difference between experiences of the respondent

ONE WAY ANOVA DIFFERENCE BETWEEN GENDER AND BEST WORK PLACE.

NULL HYPOTHESIS(H0):

There is no significant difference between age and best work place of the respondents.

ALTERNATIVE HYPOTHESIS(H1):

There is a significant difference between age and best work place of the respondents.

STATISTICAL TEST

One way Anova was used the above hypothesis

ANOVA

gender of the respondent

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.589	3	.196	.896	.444
Within Groups	42.931	196	.219		
Total	43.520	199			

INTERPRETATION:
Here the significance has a value 0.444 which is greater then 0.05. Hence H1 is accepted.

RESULT:
There is a significant difference between gender and best work place.

VIII. FINDINGS

- The majority of 84.50% of respondents are under the age group of 20-30 years.
- The majority 68% of respondents are male.
- The majority 46% of respondents are education qualification in undergraduate.
- The majority 80% of respondents experience level is 0-10 years.
- The majority of 46.50% of respondents say that satisfaction level is highly satisfied in the organization.
- The majority 42.50% of respondents say that showing skills and expertise were effectively utilized in strongly agree.
- The majority 47% of respondents are extremely sufficient for professional development and growth.
- The majority 32% of respondents are say yes support by the supervisor.
- The majority 40%of respondents say very clear to the company culture and values.

- The majority 36.50% of respondents say perfect fit for the job responsibilities and job description.
- The majority 30.50% of respondents are excellent to the work life balance in the organization.
- The majority 77.50% of respondents are say yes job effectively by the company.
- The majority 33.50% of respondents are recognized by the efforts and appreciated by the company.
- The majority 43% of the respondents highly satisfied to the communication and transparency within the organization.
- The majority 32.50% of the respondents are agree in to carry out the responsibilities.
- The majority 32.50% of the respondents are strongly agree to the participation in decision making.
- The majority 37%of the respondents are somewhat effectively say the conflicts and issues addressed to the organization.
- The majority 36%of the respondents are highly competitive about compensation and benefits in the organization.
- The majority 35%of the respondents are strongly agree to policies and procedures communicated.
- The majority 35.50%of the respondents are somewhat supportive by the wellbeing and mental health by the company.
- The majority 36% of the respondents are strongly agree to the development and growth by the company.
- The majority 45.50%of the respondents are say agree to good place to work.
- There is no significant difference between experiences of the respondent
- So there is a significant difference between experience of the respondent and best place to work of the respondent.
- There is a significant difference between gender and experience of the respondent.
- There is a significant difference between gender and best work place.

XI. SUGGESTIONS

- From the findings it is noted that, the employees are frequently leaving the employees due to the less salary for their work and there is not that increment in the salaries of employees who work there for a long period of time in the same organization so that the organization can increase salaries for the employees who work there from a long period of time.
- It is also noted that the workload is heavy work pressure is given to the ladies and the lady employees who work there are also getting some health issues. The organization

can issue some benefits for at least lady employees who work there.

X.CONCLUSION

The salaries of employees can still be increased so as to increase the efficiency and satisfaction of work. Some of the areas that can be improved are like giving a bit importance to senior most employees and having their opinion at any decision made in the company. providing and extra benefits to female staff members at the time of working in the organization. overall from the study the employees say that they have good and safety environment in the organization and carrier growth is also good in the organization but the main cause that makes the employees to leave the organization is less salaries provided so if the organization starts to provide in the employees salaries the exit of employees may be reduced.

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