

A Study on Voluntary And Involuntary Employee Attrition In Bank Zone Staffing

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I. INTRODUCTION

Employee attrition refers to the reduction in the workforce of an organization due to employees leaving the company. Attrition may occur either voluntarily or involuntarily. Voluntary attrition happens when employees resign on their own for reasons such as better salary, career growth, job satisfaction, or work-life balance. Involuntary attrition occurs when the employer terminates employees because of poor performance, restructuring, policy violations, or organizational downsizing.

Employee attrition is one of the major challenges faced by modern organizations. High attrition rates create difficulties in maintaining productivity, team coordination, and organizational stability. Companies spend large amounts on recruitment, training, and development of new employees whenever experienced workers leave the organization. Therefore, understanding the causes and effects of employee attrition is essential for organizational success.

This study focuses on employee attrition in Bank Zone Staffing Solutions. The research examines the factors influencing employee turnover and the satisfaction level of employees regarding salary, promotion, work environment, and organizational policies.

II. OBJECTIVES OF THE STUDY

Primary Objective

To study the major factors contributing to employee attrition in Bank Zone Staffing Solutions.

Secondary Objectives

- To identify the reasons for voluntary resignation among employees.
- To analyze the impact of salary and increment on employee satisfaction.
- To study the role of supervisors and organizational support in employee retention.

- To examine the effectiveness of employee policies and welfare measures.
- To provide suggestions for reducing employee attrition.

III. RESEARCH METHODOLOGY

Research methodology refers to the systematic process used for conducting the study. This study adopted a descriptive research design to understand employee attrition and employee satisfaction.

Data Collection

Primary Data:

Primary data was collected directly from employees using a structured questionnaire.

Secondary Data:

Secondary data was collected from books, journals, websites, company records, and research articles.

Sample Size

The study was conducted among 150 respondents working in Bank Zone Staffing Solutions.

Sampling Technique

Convenience sampling method was used for selecting respondents.

Statistical Tools Used

- Percentage Analysis
- Chi-Square Test
- Correlation Analysis
- ANOVA

IV. DATA ANALYSIS AND INTERPRETATION

Gender of Respondents

The study shows that 52% of the respondents were male and 48% were female employees. This indicates that male employees slightly dominate the workforce.

Age of Respondents

Most of the respondents belonged to the age group of 26–30 years, representing 46% of the total respondents. This indicates that young employees form the major workforce in the organization.

Educational Qualification

The majority of respondents had completed Higher Secondary education. Some employees also possessed undergraduate and postgraduate qualifications.

Salary and Increment

A large number of respondents expressed dissatisfaction regarding salary and increment policies. Around 36% of respondents were dissatisfied with salary and increment provided by the company.

Promotion Opportunities

Most respondents remained neutral regarding promotion opportunities, while some employees expressed dissatisfaction due to limited career growth.

Employee Welfare Facilities

Many respondents felt dissatisfied with welfare facilities and employee benefits offered by the organization.

Supervisor Support

Employees expressed moderate satisfaction regarding encouragement and support received from supervisors.

Feeling of Leaving the Company

A considerable number of employees reported a high feeling of leaving the organization, indicating the presence of attrition-related issues.

V. FINDINGS OF THE STUDY

- Majority of employees belong to the younger age category.
- Salary and increment policies are major causes of dissatisfaction.

- Employees expect better promotion opportunities and career development.
- Employee welfare facilities need improvement.
- Many employees feel neutral about organizational support.
- Work recognition and appreciation are comparatively low.
- Attrition intention is high among employees due to limited satisfaction.

VI. SUGGESTIONS

- The company should revise salary and increment policies to improve employee satisfaction.
- Better promotion and career growth opportunities should be provided.
- Employee welfare schemes and benefits should be enhanced.
- Recognition and appreciation programs should be introduced.
- Management should conduct regular employee feedback sessions.
- Training and skill development programs should be encouraged.
- A healthy work environment and supportive culture should be maintained.

VII. CONCLUSION

Employee attrition is a serious issue that affects organizational productivity and employee morale. The study conducted in Bank Zone Staffing Solutions revealed that salary dissatisfaction, limited career growth, lack of recognition, and inadequate welfare measures are major factors contributing to employee attrition.

Organizations must focus on employee satisfaction, effective leadership, fair compensation, and career development to reduce attrition rates. By implementing better HR policies and employee engagement practices, Bank Zone Staffing Solutions can improve employee retention and maintain organizational stability.

Thus, proper management of employee attrition is essential for achieving long-term organizational success and sustainable growth.