

EXIT INTERVIEW – A STRATEGIC TOOL TO MEASURE ATTRITION

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ABSTRACT

People are important asset to the organization. Organizations invest a lot of time, money and energy to hire, coach and manage performances of their employees. At the end of the day an organization gets an identity and success only because of his employees. Therefore, there is nothing more challenging than to focus on employee retention and more upsetting to know that one of your team members is set to depart. Exit interviews are critical to any organisations as they provide an opportunity for the employees to express their reasons for exit and enable the organizations to review and improve upon their employee retention policies. This is an unique chance for an organization to understand the perception of departing employees who generally will more open and objective about their perception on organizational policies and practices. However corporate insecurity and defensiveness can act as a barrier in implementing exit interview process objectively. Also the feedback received from the employees during the process are masked due to their personal reason or simply not taking the exit interviews seriously. They even feel that it will block their re- entry in the organization, if so desired and may find it difficult to face an ex-colleague or manager in future if they cross paths.

KEYWORDS: Exit Interview, Attrition, Strategic Tools