

EXIT INTERVIEW: AN ENCOUNTER WITH DEPARTING EMPLOYEES

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ABSTRACT

An "Exit Interview" is a structured process where the departing hand can openly discuss their reasons for leaving their job. They can review their employment history with the association easily and professionally work through transition details. Workers that leave each have grounds for making their career choices. Exit Interviews are designed to help operation determine the factual reason behind a person's detachment from the company. The end is to give people a comfortable terrain where they can give foursquare and honest answers on topics regarding the department, team, director and company. utmost of the research in the field of the exit interview has addressed only specific problems related to its environmental analysis like challenges, growth and openings, the problem of attrition, the HRM systems, and issues of job stress, job satisfaction, individual performance etc. The many studies that have canvassed hand comprehensions of their work have either reckoned upon veritably small samples or upon small figures of workers spread across a larger number of associations. But till now no study has accepted regarding exit interview among workers. thus the present study has accepted to find out the effectiveness of exit interview among the workers leaving the organisation in the Jaipur City.

Keywords: Interview, Management, Supervision, Communication, Environment, Growth, Opportunities.

Introduction

Hand exit interviews can change the climate of the association by changing operation style, making changes that reflect hand opinions, and creating value recognition programs where demanded. In a broader perspective, exit interviews give information about overall operation style of the company. An hand who's discharged may not be happy about it, and his or her commentary will have a negative slant. But there is generally plenitude of verity to be learned as well. Taking a more positive view of the exit this is also the time when numerous workers are willing to point at scarcities in the company, commentary similar as, "poor operation or supervision", "complete lack of supervision and support", "poor dispatches", etc., Exit is just as important as the procedures one uses while hiring. Handled in a professional way, exit practices can be formative, useful and ameliorate your work terrain and over all ameliorate your retention. The significance of the study lies in the blowing up of the manufacturing assiduity in the recent times. Where on one hand the sector is growing with hops and bounds, on the other the hand development has been alarmingly high, therefore going a lot to the company. The middle position and low position workers are victims of dearth of provocation and hand satisfaction also seems to be flourishing. The study is an attempt to assess the patterns of attrition in manufacturing and dissect the relationship among hand provocation, job satisfaction and hand retention, so as to use hand provocation to retain workers in an association. Therefore, not only is it significant for academicians but also for professionals who can exploit it to control the hand development.

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Role of Human Resource in an Organisation

Every association is comprised of people. Acquiring their services, developing their skills, motivating them to high situations of performance, and ensuring that they maintain their commitment to the association are essential to achieving organizational objects. Human Resource Management is that part of operation which is concerned with people at work and with their connections within an enterprise. The primary ideal of HRM is to insure the vacuity of a competent and willing pool to an association. Organisations have got massive man power and still grasping the professed people, India managed to secure the position of the most favored and low cost destination for business process outsourcing. Ironically, in malignancy of the tremendous growth eventuality of the sector, attrition rate and the force extremity is dampening the growth of the sector. The human resource professionals of the Manufacturing assiduity are facing various challenges like the attrition rates and its counteraccusations, skill dearths, retaining the workers etc. In order to apply successful business strategies to face these global challenges, associations must insure that they've the right people able of delivering the strategy. The content for this research study has been linked in this environment, the issue of hand attrition/development has been set up to be making huge profitable impact on the associations. To dissect the nature, state and factors affecting high hand attrition, the manufacturing companies located in Jaipur named for the study. The research specifically aimed at relating the critical factors affecting high hand attrition in Manufacturing sector and suggesting remedial measures to address the high attrition problem.

What is Exit Interview

Exit Interview is conducted with the departing workers, just before they leave. From the employer's perspective, the primary end of the exit interview is to learn the reasons for the person's departure, on the base that review is a helpful driver for organizational enhancement. Good exit interviews should also yield useful information about the employer and their association, to assess and ameliorate all aspects of the working terrain, culture, processes and systems, operation and development, etc., numerous employers ignore the occasion that exit interviews offer, primarily because exit interviews haven't been rehearsed in the history, and starting them is a delicate action to take over, given the potentially private and 'fuzzy' nature of the results; the time involved; and the implied commercial appetite to avoid exposure to review. Exit interviews are nonetheless a unique chance to survey and assay the opinions of departing workers, who generally are more forthcoming, formative and objective than the staff who are still in their jobs and thus exit interviews is just as important as the procedures one uses while hiring. Handled in a professional way, exit practices can be formative, useful and ameliorate its terrain and over all ameliorate the retention. In this environment, the present research attempts to understand the effectiveness of exit interview among the Manufacturing workers and how it contributes for future HR strength.

Exit Interviews are designed to help operation determine the factual reason behind a person's detachment from the company. The exit interview can give positive underpinning of the company's desire to remain in contact and to develop the relationship further anyhow of their employment status. The purpose of exit interviews includes Uncovering possible organizational issues, managing transition, managing knowledge, managing connections professionally and furnishing feedback and suggestions on how to ameliorate in the association. Exit interviews are typically conducted by the HR team. Still to insure impartiality and confidentiality, the association can choose to use a motorized check or outsource the process to a professional agency. The former option has its essential limitations and is unfit to capture softer issues & nuances critical to the process. Further and further HR directors are moment concluding to outsource the Exit Interview process to professional companies who have the skills and trained labor force, bandwidth to conduct exit interviews and deliver qualitative and timely inputs.

Advantage for Exit Interviews

Exit interviews in themselves may negotiate little, except an occasion to produce a 'warm fuzzy' suggestion of commercial concern- or an occasion for a complaint session. Still, this is how the information from the exit interview is reused and action, that's important. This information can be used to ameliorate hand retention reduce hand development with both immediate and long- term goods. Immediate goods include reducing costs of relief, saving time and, perfecting organizational performance. All of which contribute to the long- term effect of perfecting profitability and returns to stakeholders. To consider the benefits in detail-

- **Reducing Costs of Recruitment and Retraining:** The research shows that hand development can bring associations 1.5 time's periodic payment, with which average development at roughly 11 per cent, can have a considerable impact on the nethermost line.

- **Saving Time:** gratuitous time spent dealing with replacing and re-training is reduced- as well as the inflow- on effect of time spent re-creating the commercial culture, doctoring up the dynamics of the team and redistributing the workload left by the departing hand.
- **Saving Time and Money on Implicit Productivity Losses:** What happens when a crucial person leaves with a major job due for delivery coming week. Lost time, lost productivity, and conceivably lost orders and lost guests can be the long- term result of this situation.
- **Determining the Real Reasons for People Leaving:** Exit interviews are a useful individual tool for uncovering underpinning retired dockets and may contribute to reversing the hand's decision if applicable.
- **Minimizing the Threat of Action:** It's decreasingly important to insure that all possible processes have been covered in the termination process to minimize any threat of future action by the departing hand.
- **Collecting Crucial Information for the Job Description:** The person who has hands on experience can be the stylish source of information for perfecting and clarifying the job description and needed skills and capabilities. This bettered understanding will in turn contribute to reduce future hand development and perfecting induction and race planning.
- **Future Business Attention:** operation saves time to concentrate on the association's current and future business rather than spending time with departing workers or retaining and retraining.
- **Relating and Managing Trends and Underpinning Organizational Issues:** Exit interviews are an excellent source for relating underpinning organizational issues, which may be the cause of high hand development, and also managing the issues.
- **Reviewing Overall Recruitment and Selection Process:** Exit interviews may identify that the departing hand wasn't the right person for the job in the first place or that the director may not have good operation skills and may need further training.
- **Quantifying Dimension Systems:** An association may be induced that it has expert performance dimension and feedback systems in place. But exit interviews could identify that these aren't as good as they suppose. Exit interviews can help quantify where advancements have had a positive impact as well as relating where other advancements are demanded.
- **Enhance Morale and Staff Satisfaction:** Other staff knows that the association is concerned about the departing hand's weal and perceive that concern for the weal of workers in general- a veritably positive effect. The exit interview can also confirm that the hand is departing on good terms and will carry a favourable station towards the association in the future.

Interrelationship of Job Involvement and Interview

Job involvement has emerged as an important variable in organizational research. It has drawn the attention of operation scientist and organizational psychologists. This variable is being studied with different prospective in the association. It has a great significance and significance in organizational development. Large figures of studies have been conducted to see the job involvement among organizational workers. Job involvement is a cognitive state of uni-dimensional cerebral identification from a motivational approach and job involvement as existent's perception or belief that he's linked with his/ her job. He further clears the difference between job and work. For the purpose of this study the significance of Job involvement will be regarded as the result that can be anticipated or hoped for by perfecting the situations of job instability, job satisfaction and cerebral well being of workers. As commitment is perceived as a positive organizational miracle with its positive influence on the behaviour and work issues of workers, it'll remain as one of the most popular operation issues in the times to come. This can be the result of the shielding effect of commitment for remaining workers from the stress of downsizing and re-engineering. The question of an association not demanding some of its workers presently is a complicated and ethical dilemma for directors. Accordingly, the directors generally face query and complexity in their work during similar strategic changes as downsizing and quality enhancement. A high position of Job involvement can enhance a hand's position of provocation and produce the required behaviour, while uninvented behaviour similar as development and absenteeism can be reduced.

Directors have a great responsibility to produce a terrain that will enhance hand's position of Job involvement. With aspects similar as downsizing and restructuring, situations of job instability will be endured. The challenges face by the directors thus would be to make sure that commitment of the

remaining workers remains advanced irrespective of the ongoing changes. At the time of the exit interview the significance of the Job involvement of a hand comes out in the eyes of the organisation, which is veritably important to learn to apply the programs for being workers. Job satisfaction is an important construct because of its applicability to the physical and internal well-being of workers. As work is an important aspect of people's lives, job satisfaction is important because of its counteraccusations to job related behaviours similar as productivity, absenteeism or development. Organizations in general, prefer workers who are satisfied with their work because it makes for a better work terrain, which has overall a positive effect on product.

Conclusion

In the study, the attrition factor, hand's payment has been emerged as the most critical factor affecting high attrition in the Manufacturing companies. It further clarifies the need to pay immediate attention on introducing largely competitive payment packages in manufacturing sector associations for addressing the high attrition problem. It's revealed that absence of good HRM practices is also one of the critical factors causing high attrition. Manufacturing sector operation also has to insure that their workers are paid enough for the work they do in the association in which they're working. In order to have a stress free IT artificial work terrain, companies must reduce the long working hours and should also introduce flexible work timings which will in turn lead to reduced attrition. Lengthy working hours has been linked as the alternate critical factor, which requires serious attention; Work from home is one among the most suitable options that can be espoused in the Manufacturing sector in the Chennai. Age of the hand has affected attrition significantly, which means repliers in the aged age group have lower station towards attrition. Experience of the workers in the present association and number of training programmes attended has been linked as the non-critical factors affecting high attrition which also need consideration in perfecting the hand retention.

Recommendations

- It was set up that manufacturing industries hand's job profile to be monotonous in nature; it leads to tedium, fatigue and stress. The operation and the human resources department can allow the Manufacturing industries workers to have job gyration at regular intervals. This would not only give them a change in their routine job but also prepare them to take fresh responsibility in other work areas.
- The HR department of call centers can concoct an applicable career plan for its workers. The same may be communicated to all the workers at the time of joining.
- Prices and recognition schemes may be made available to all workers. Talented workers can be honored and meetly awarded through financial as well as non-monetary price schemes.
- The operation of the Manufacturing industries can strive to bring about a proper work life balance for its workers by encouraging of periodic recesses, putting the workers through time operation and tone- development shops, encourage workers in developing hobbyhorse.
- The Manufacturing industries can have resident croakers to deal with hand health problems. They can also take help of nutritionists to concoct diet and health plans for its workers.
- As far as possible the Manufacturing industries directors may be trained in having a good vocabulary and tone. They need not be forced to borrow an ascent which is alien to them. They may be given the freedom to identify their factual name, position and nation to the client.
- The operation of call centers may plan and retain its workers who stay in the association beyond one time. Impulses like company patronized advanced education to workers who have put in a quested number of times in the association may be of help to check hand attrition to a large extent.

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