

## STUDY ON EMPLOYEE ATTRITION

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### ABSTRACT:

Employee attrition refers to the phenomenon of employees voluntarily leaving an organization. This study aimed to understand the factors that contribute to employee attrition and its impact on the organization. The employee attrition is an important area of research in human resource management, as it has significant implications for organizational effectiveness and employee well-being. It also aims to provide insights into the reasons why employees leave organizations, as well as the costs associated with attrition, including lost productivity, decreased morale, and increased hiring and training expenses. It examines the relationship between employee attrition and organizational performance, including the impact attrition. The findings from this study will have practical implications for organizations seeking to reduce employee attrition rates and improve organizational effectiveness. The results may also inform policies and practices related to employee attrition and well-being. Finally, the study explores the impact of employee attrition on employee well-being, including job satisfaction, stress, and mental health.

**KEY WORDS:** Employee attrition, voluntarily, organization, performance, impact, effectiveness, hiring, training, job satisfaction, stress, mental health.

### INTRODCUTION:

Employee Attrition, is also known as employee turnover, is the act of replacing an employee with a new employee. Partings between organizations and employees may consist of termination, retirement death, interagency transfers, and resignation.

Attrition can have a negative impact on an organization in several ways. First, the loss of experienced employees can lead to a loss of institutional knowledge, which can make it more difficult for the organization to operate efficiently and effectively. Second, the process of recruiting and training new employees can be time-consuming and expensive, which can reduce productivity and increase costs. Third, high attrition rates can negatively impact morale and create a sense of instability within the organization.

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Types of Turnover:

- There are five categories into which turnover can be classified.

- Voluntary vs Involuntary turnover: Voluntary turnover
- Functional vs Dysfunctional turnover: Functional turnover
- Avoidable vs Unavoidable turnover: Avoidable turnover
- Internal vs External turnover: Internal turnover
- Skilled vs Unskilled turnover: Uneducated and Unskilled employees

## **OBJECTIVE OF THE RESEARCH:**

### **PRIMARY OBJECTIVE:**

A study in employee attrition

### **SECONDARY OBJECTIVE:**

- Was there a clear communication and feedback system in place
- Were you provided with opportunities for professional development and growth
- Were you satisfied with compensation and benefits package offered
- Was the company culture and work environment positive and inclusive
- Were you satisfied with the level of autonomy and flexibility in your job.

### **NEED AND THE SCOPE OF THE STUDY:**

- To identify the causes of employee attrition and develop strategies to address them.
- To reduce the financial and operational costs associated with high employee turnover.
- To retain valuable employees and maintain institutional knowledge.
- To improve organizational performance and productivity by reducing employee turnover.
- To improve employee satisfaction and morale.

### **STATEMENT OF RESEARCH PROBLEM:**

The aim of the present report is to study factors like salary, superior – subordinate relationship, growth opportunities, facilities, policies and procedures, recognition, appreciation, suggestions, co-workers by which it helps to know the Attrition level in the organizations and factors relating to retain them. And to identify the reason for attrition so that can reduce the rate of attrition and retain our valuable asset by satisfying employee. Which helps to reduce the cost for employee turnover and increase productivity of firm.

### **RESEARCH HYPOTHESIS:**

**Null Hypothesis:** The null hypothesis would be that there is no difference in satisfaction level between employees who did turnover and the entire employee population.

**Alternate Hypothesis:** The alternative hypothesis would be that there is a difference in satisfaction level between employees who did turnover and the entire employee population.

## RESEARCH DESIGN:

The descriptive statistical tool I used consisted of a summary of the data with the Mean, Median, Mode, and Percentiles, as well as a frequency table with a histogram graph based on the answers to the questionnaire. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied.

Descriptive research answers the questions who, what, where, when and how. It includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs, as it exists at present.

It is essential to take note of that in the elucidating research strategy, the specialist controls or controls no factors, in contrast to in trial research. All things considered, the factors are just distinguished, noticed, and estimated.

## METHODOLOGY:

In order to reach the objectives of the study, a sample survey was conducted inside the organization and the responses were collected from the employees of ProTeam Software's India Pvt Ltd. A questionnaire was given to the employees and were asked to respond to the questions related to the employee attrition in ProTeam Software's India Pvt Ltd.

## SAMPLE SIZE:

In statistics, the sample size of 57 employees has been taken in ProTeam Software's India Pvt Ltd (population 60) is the measure of the number of individual samples used in an experiment through a stratified random sampling technique. A stratified random sampling involves dividing the entire population into homogeneous groups called strata (plural for stratum). Random samples are then selected from each stratum. Statistics is the study of the process of collecting, organizing, analysing, summarizing data and drawing inferences from the data so worked on.

In Statistics, we come across two types of data –

- Population data
- Sample data

## DATA COLLECTION METHOD:

The data collection is divided into two types of methods:

- a) Primary data
- b) Secondary data

Primary Data: Primary data basically means the first-hand data collected by the researcher. In this study the primary data was collected through standard questionnaires. Secondary Data: Secondary data is generally collected from already existing information. Besides the primary data, the secondary data

collected for review of literature in this study. It is obtained from the article, Journals, Published Book and company 's websites to facilitate proper understanding of the study.

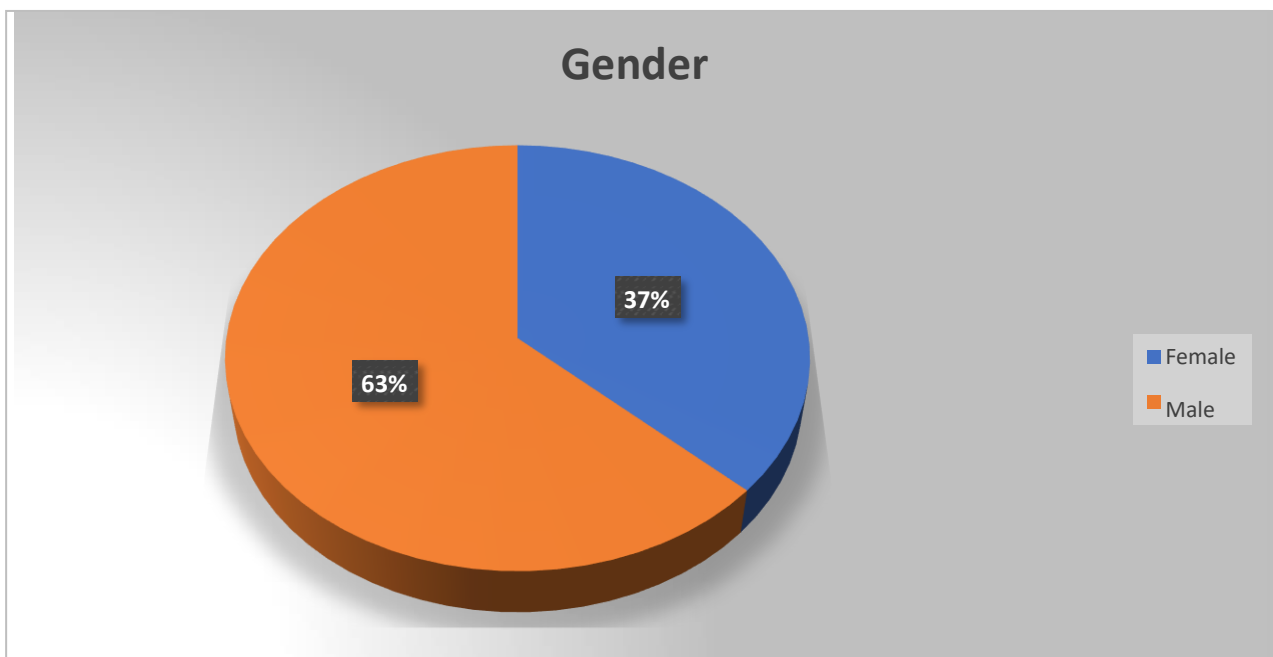
**SCOPE OF THE STUDY:**

- The study will focus on identifying the factors that contribute to employee attrition in the organization.
- The study will examine the impact of employee attrition on the organization, including financial costs and loss of institutional knowledge.
- The study will investigate trends and patterns in employee attrition, such as which departments or job roles are most affected.
- The study will evaluate potential interventions that can be implemented to reduce employee attrition.
- The study will assess the effectiveness of these interventions in reducing employee attrition.

**TABLE-1 GENDER**

Gender	Distribution	Frequency
Male	36	63%
Female	21	37%
Grand Total	57	100%

**CHART -1**



**INFERENCE:**

63% of respondents are male and 37% of the respondents are female.

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Therefore most of the respondents are male.

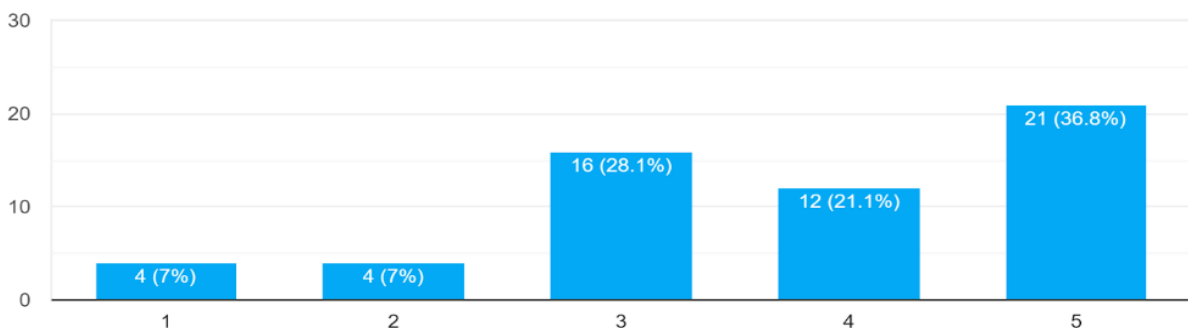
**TABLE-2: How satisfied were you with your overall job experience at our company**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	4	7%
Disagree	4	7%
Neutral	16	28.1%
Agree	12	21.1%
Strongly Agree	21	36.8%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-2**

How satisfied were you with your overall job experience at our company?

57 responses



**INFERENCE:**

36.8% of the respondents are strongly agree and 28.1% of the respondents are neutral with your overall job experience at our company

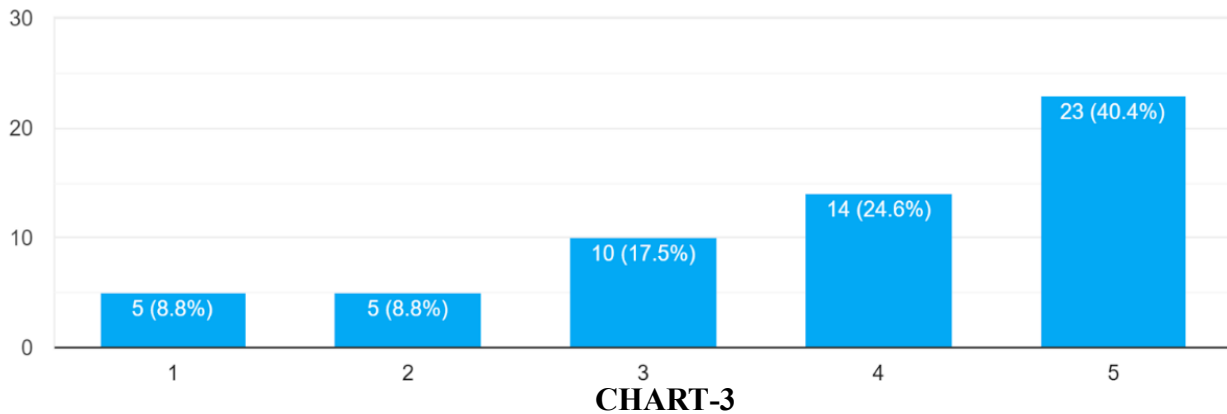
Therefore most of the respondents are strongly agree that they are satisfied were you with your overall job experience at our company.

**TABLE-3: Were your job responsibility clearly defined and understood**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	5	8.8%
Disagree	5	8.8%
Neutral	10	17.5%
Agree	14	24.6%
Strongly Agree	23	40.4%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

Were your job responsibilities clearly defined and understood?

57 responses



**INFERENCE:**

40.4% of the respondents are strongly agree and 24.6% of the respondents are agree that there job responsibility clearly defined and understood.

Therefore most if the respondents are strongly agree that there job responsibility clearly defined and understood.

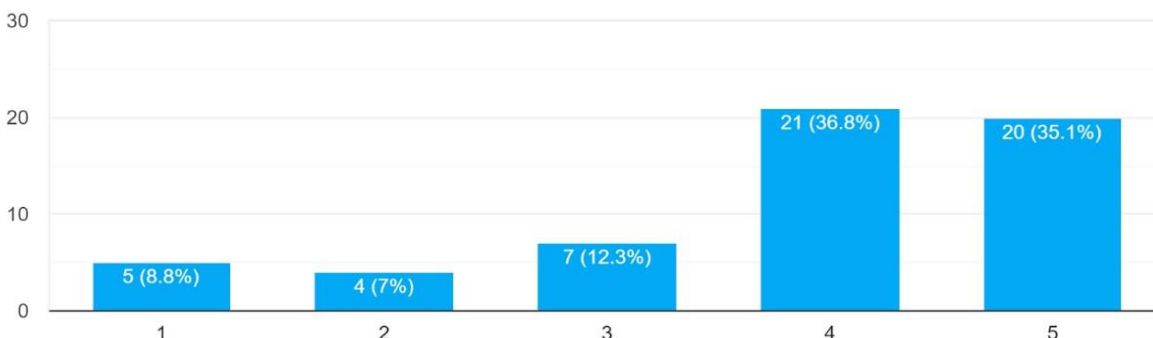
**TABLE 4: Did you feel that you were given adequate training and support to perform your job**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	5	8.8%
Disagree	4	87%
Neutral	7	12.3%
Agree	21	36.8%
Strongly Agree	20	35.14%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-4**

Did you feel that you were given adequate training and support to perform your job?

57 responses



**INFERENCE:**

36.85 of the respondents are agree and 35.1% of the respondents are strongly agree that they feel adequate training and support to perform your job.

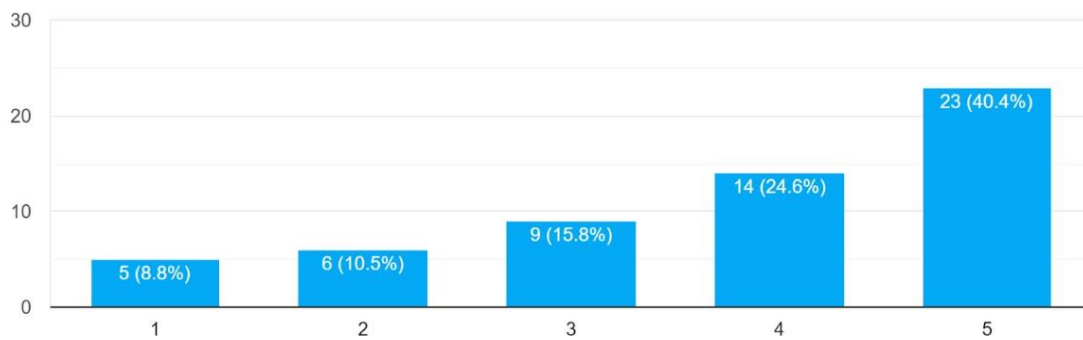
Therefore most of the respondents are agree that they feel adequate training and support to perform your job.

**TABLE-5 Were you provided with the necessary resources and tools to perform your job effectively**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	5	8.8%
Disagree	6	10.5%
Neutral	9	15.8%
Agree	14	24.6%
Strongly Agree	23	40.4%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-5**

Were you provided with the necessary resources and tools to perform your job effectively?  
57 responses



**INFERENCE:**

40.4% of the respondents are strongly agree and 24.6% of the respondents are agree that they provided with the necessary resources and tools to perform your job effectively.

Therefore most of the respondents are strongly agree that they provided with the necessary resources and tools to perform your job effectively.

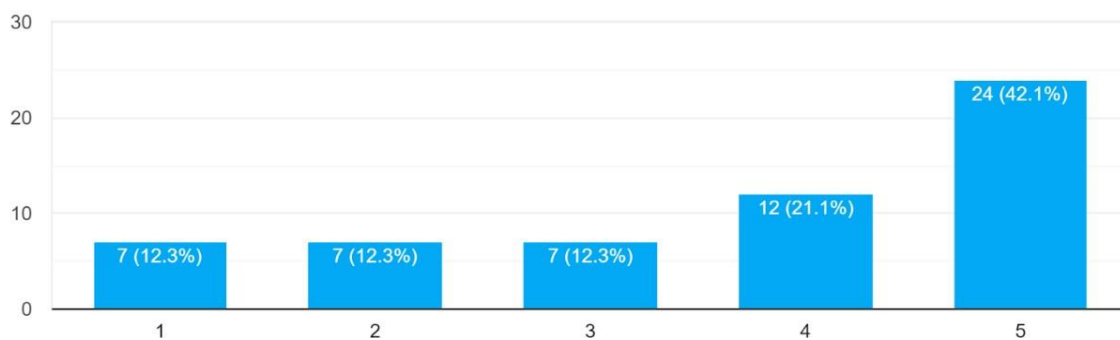
**TABLE 6: Did you feel that your contributions and work were valued and recognized by management**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	7	12.3%
Disagree	7	12.3%
Neutral	7	12.3%
Agree	12	21.1%
Strongly Agree	24	42.1%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-6**

Did you feel that your contributions and work were valued and recognized by management?

57 responses



**INFERENCE:**

42.1% of the respondents are strongly agree and 21.1% of the respondents are agree your feel that your contributions and work were valued and recognized by management.

Therefore most of the respondents are strongly agree your feel that your contributions and work were valued and recognized by management.

**TABLE 7: Was there a clear communication and feedback system in place**

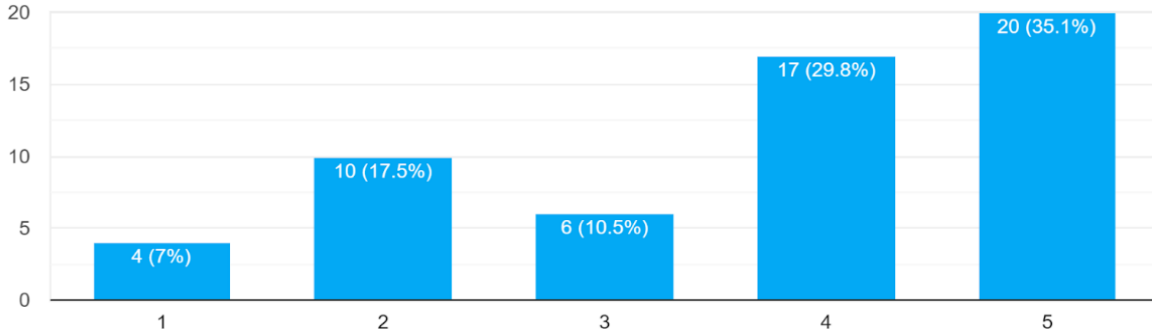
Particular	No. of Respondents	% of Respondents
Strongly Disagree	4	7%
Disagree	10	17.5%
Neutral	6	10.5%
Agree	17	29.8%
Strongly Agree	20	35.14%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>



**CHART-7**

Was there a clear communication and feedback system in place?

57 responses



**INFERENCE:**

35.1% of the respondents are strongly agree and 29.8% of the respondents agree that there was a clear communication and feedback system in place.

Therefore most of the respondents are strongly agree that there was a clear communication and feedback system in place.

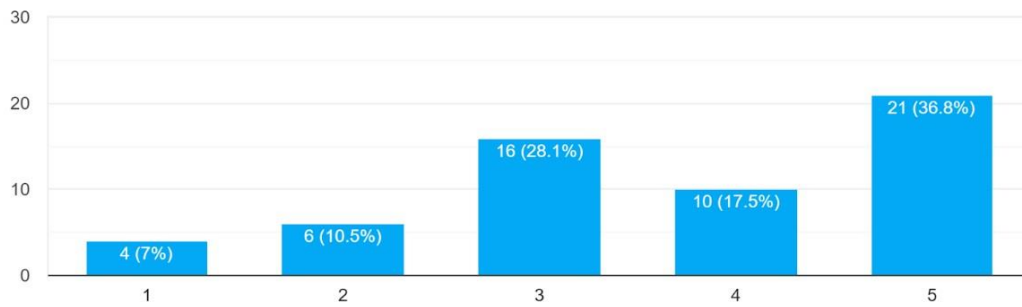
**TABLE 8: Were you provided with opportunities for professional development and growth**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	4	7%
Disagree	6	10.5%
Neutral	16	28.1%
Agree	10	17.5%
Strongly Agree	21	36.8%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-8**

Were you provided with opportunities for professional development and growth?

57 responses



**INFERENCE:**

36.8% of the respondents are strongly agree and 28.1% of the respondents are neutral that they are provided with opportunity for professional development and growth.

Therefore most of the respondents are strongly agree with sentence.

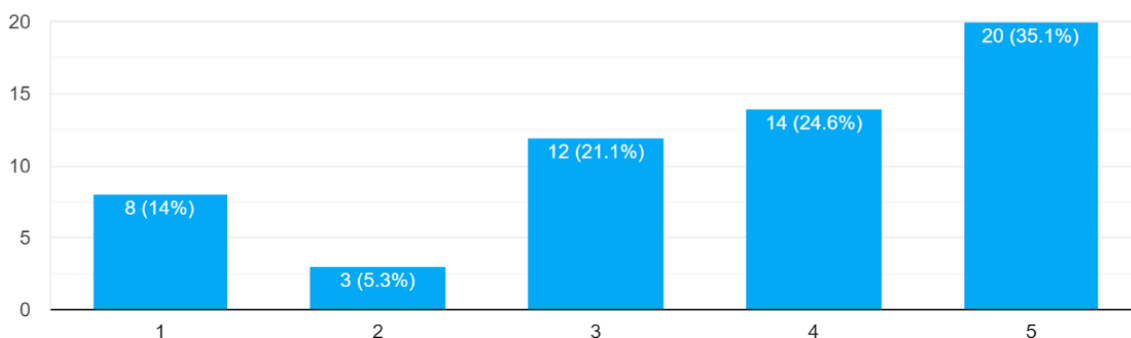
**TABLE 9: Were you satisfied with compensation and benefits package offered**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	8	14%
Disagree	3	5.3%
Neutral	12	21.1%
Agree	14	24.6%
Strongly Agree	20	35.1%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 9**

Were you satisfied with the compensation and benefits package offered?

57 responses



**INFERENCE:**

35.1%

of the

respondents are strongly agree and 24.6% of the respondents are agree so that they are satisfied with the compensation and benefits package offered.

Therefore most of the respondents are strongly agree that they are satisfied with the compensation and benefits package offered.

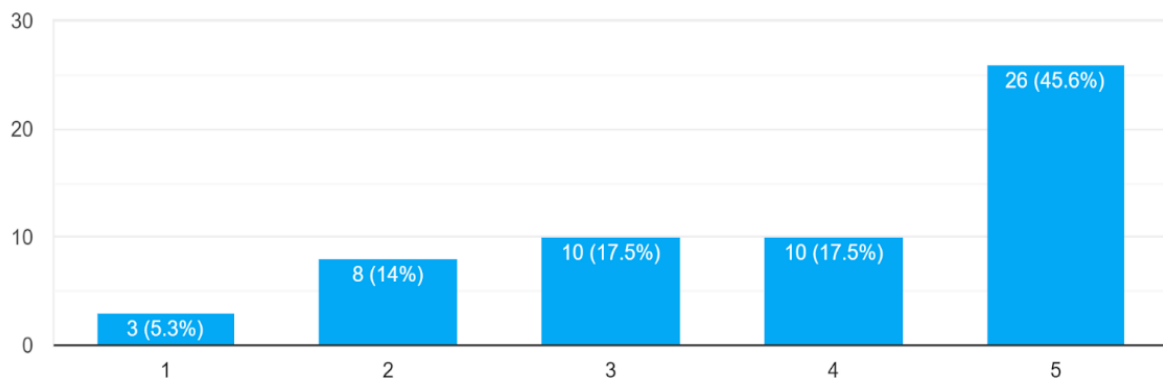
**TABLE 10: Was the company culture and work environment positive and inclusive**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	3	5.3%
Disagree	8	14%
Neutral	10	17.5%
Agree	10	17.5%
Strongly Agree	26	45.6%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART-10**

Was the company culture and work environment positive and inclusive?

57 responses



**INFERENCE:**

45.6% of the respondents are strongly agree and 17.5% are prefer both agree and neutral that the company culture and work environment positive and inclusive.

Therefore most of the respondents are strongly agree that the company culture and work environment positive and inclusive.

**TABLE 11: Were you satisfied with the level of autonomy and flexibility in your job**

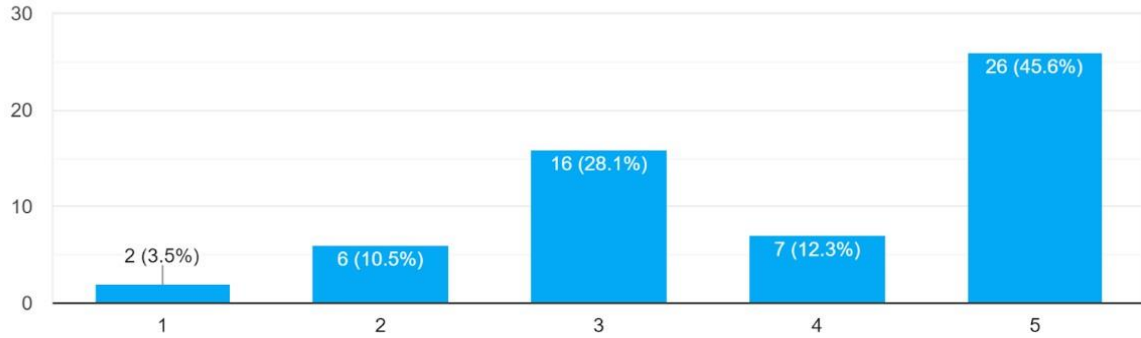
Particular	No. of Respondents	% of Respondents
Strongly Disagree	2	3.5%
Disagree	6	10.5%
Neutral	16	28.1%
Agree	7	12.3%
Strongly Agree	26	45.6%

<b>TOTAL</b>	<b>57</b>	<b>100%</b>
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### CHART 11

Were you satisfied with the level of autonomy and flexibility in your job?

57 responses



### INFERENCE:

45.6% of the respondents are strongly agree and 28.1% of the respondents neutral that they are satisfied with the level of autonomy and flexibility in your job.

Therefore most of the respondents are strongly agree that they are satisfied with the level of autonomy and flexibility in your job.

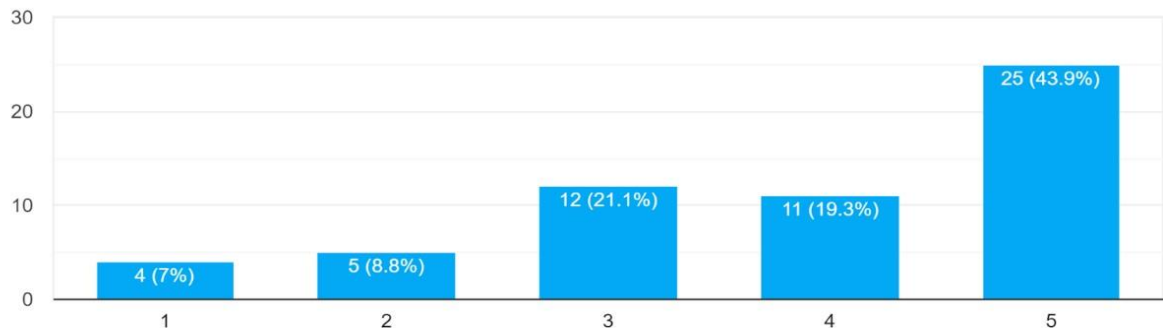
**TABLE 12: Were the company’s policies and procedures clearly communicated and understood**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	44	7%
Disagree	5	8.8%
Neutral	12	21.1%
Agree	11	19.3%
Strongly Agree	25	43.9%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

### CHART 12

Were the company's policies and procedures clearly communicated and understood?

57 responses



### INFERENCE:

43.9% of the respondents are strongly agree and 21.1% of the respondents are agree that the company policies and procedures clearly communicated and understood.

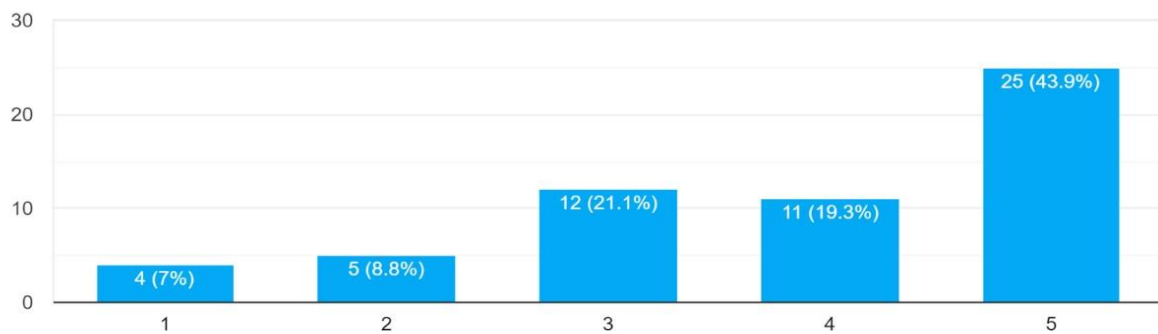
Therefore most of the respondents are strongly agree that the company policies and procedures clearly communicated and understood.

**TABLE 12: Were the company's policies and procedures clearly communicated and understood**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	44	7%
Disagree	5	8.8%
Neutral	12	21.1%
Agree	11	19.3%
Strongly Agree	25	43.9%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 12**

Were the company's policies and procedures clearly communicated and understood?  
57 responses

**INFERENCE:**

43.9% of the respondents are strongly agree and 21.1% of the respondents are agree that the company policies and procedures clearly communicated and understood.

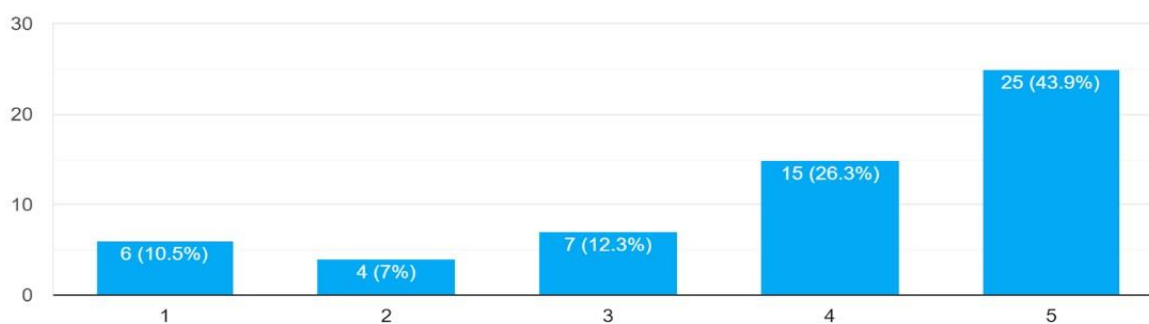
Therefore most of the respondents are strongly agree that the company policies and procedures clearly communicated and understood

**TABLE 13: Were you satisfied with the level of support and collaboration from your colleagues and team**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	6	10.5%
Disagree	4	7%
Neutral	7	12.3%
Agree	15	26.3%
Strongly Agree	25	43.9%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 13**

Were you satisfied with the level of support and collaboration from your colleagues and team?  
57 responses

**INFERENCE:**

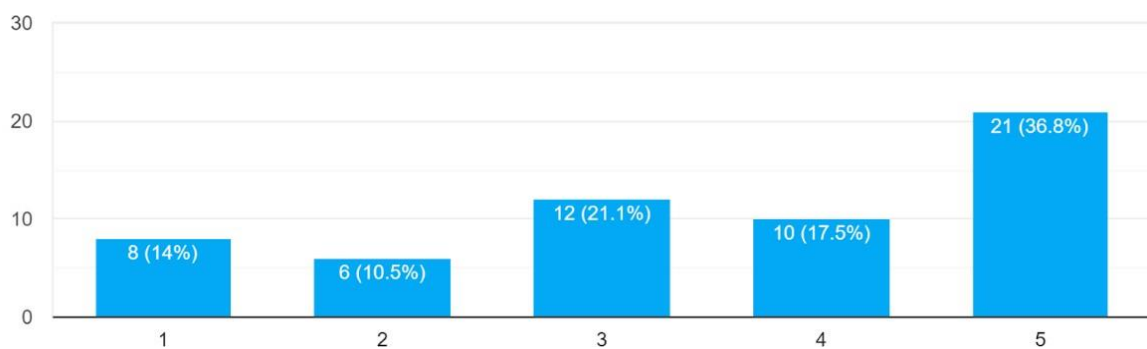
43.9% of the respondents are strongly agree and 26.3% of the respondents are agree that they are satisfied with the level of support and collaboration from colleagues and team. Therefore most of the respondents are strongly agree that they are satisfied with the level of support and collaboration from colleagues and team.

**TABLE 14: Were you satisfied with the managements approach to problem solving and decision making**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	8	14%
Disagree	6	10.5%
Neutral	12	21.1%
Agree	10	17.5%
Strongly Agree	21	36.8%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 14**

Were you satisfied with the management's approach to problem-solving and decision-making?  
57 responses

**INFERENCE:**

36.8% of the respondents are strongly agree and 21.1% respondents are agree that they satisfied with the managements approach to problem solving and decision making. Therefore most of the respondents are strongly agree that they satisfied with the managements approach to problem solving and decision making.



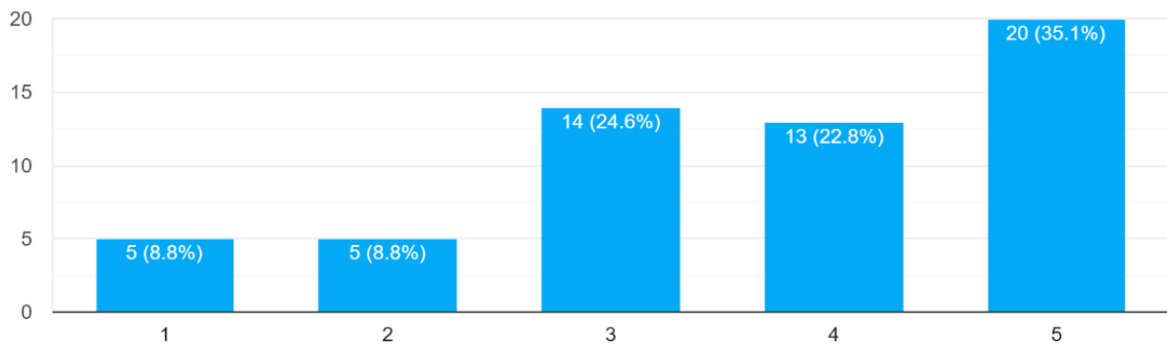
**TABLE 15: Were you satisfied with companies approach to innovation and changes**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	5	8.8%
Disagree	5	8.8%
Neutral	14	24.6%
Agree	13	22.8%
Strongly Agree	20	35.1%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 15**

Were you satisfied with the company's approach to innovation and change?

57 responses

**INFERENCE:**

35.1% of the respondents are strongly agree and 24.6% of the respondents are agree that they are satisfied with the company's approach to innovation and change.

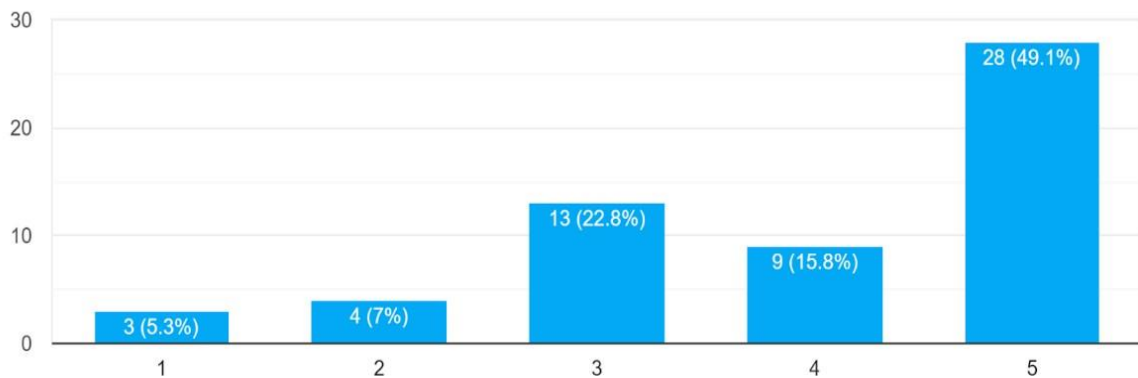
Therefore most of the respondents are strongly agree that they are satisfied with the company's approach to innovation and change.

**TABLE 16: Would you recommend our company as a good place to work to your friends or colleagues**

Particular	No. of Respondents	% of Respondents
Strongly Disagree	3	5.3%
Disagree	4	7%
Neutral	13	22.8%
Agree	9	15.8%
Strongly Agree	28	49.1%
<b>TOTAL</b>	<b>57</b>	<b>100%</b>

**CHART 16**

Would you recommend our company as a good place to work to your friends or colleagues?  
57 responses

**INFERENCE:**

49.1% of the respondents are prefer strongly agree and 22.8% of the respondents are neutral with the statement.

Therefore most of the respondents are prefer strongly agree with the statement.

## **FINDINGS:**

Findings Through ANOVA test, the following results were obtained:

- The Tabulated value of the employees were clearly communicated regarding their job role and policies, more than a calculated value 0.05, at 5% level of significance. Hence null hypothesis is accepted. It concludes that the employees are clearly communicated regarding their job role and policies.

Finding Through Chi-square test, the following results were obtained:

- The Tabulated value of training and skill development is more than a calculated value 0.05, at 5% level of significance. Hence null hypothesis is accepted. It concludes that there is no difference between Training and professional development and growth.

## **CONCLUSION:**

Here I am finding some issue with the abscond of the employee, because it is costly to add the new employee, since it is around 1000rs and more paperwork is required, but the employee simply leaves the company without any written communication. While there are some problems in the company, it is difficult for the employee to remain long term in the organization due to timing issues and insufficient pay. In order to address the issue of the employee leaving within the short-term period, the organization must work on the cause. As soon as they joined, they were faced with more work, and thus they were afraid to work here. All of these problems are currently facing the organization.

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