

Summary of Drake Webinar - Online Client Survey Results

February 2005 Survey: Exit Interviews - What Needs to Change?

<u>Questions</u>					
1. Do you know the rate of turnover in your organization over the last 12 months?	0-10%	11-25%	26-50%	51+%	
% of Respondents	50%	32%	13%	4%	
2. How many employees do you have in your organization?	0-10	11-50	51-100	101-500	500+
% of Respondents	13%	20%	13%	29%	25%
3. Do you think your leadership team understands why top performers leave your organization?	Yes	No			
% of Respondents	59%	41%			
4. Do you see value in conducting exit interviews?	Yes	No			
% of Respondents	96%	4%			
5. Do you currently have an exit interview process within your organization?	Yes – current & effective	Yes – needs revision	No		
% of Respondents	30%	44%	25%		
6. If you have an exit interview process, how is the information currently collected?	Phone	In Person	Online	N/A	
% of Respondents	16%	57%	7%	20%	
7. When is the exit interview conducted in your organization?	While still employed	Within 1 st week of departure	After 1 st week of departure	N/A	
% of Respondents	56%	14%	6%	23%	
8. Who in your organization conducts the exit interview?	Direct Manager	HR Manager	Third Party	Other	N/A
% of Respondents	19%	47%	6%	9%	20%

9. Do you currently track and measure the trends uncovered in your exit interview analysis?	Yes	Somewhat	No analysis is conducted	N/A	
% of Respondents	13%	38%	28%	22%	
10. Do you think information received during your current exit interview process is honest, open and impartial?	Yes	No	N/A		
% of Respondents	53%	21%	25%		
11. Do you think you would receive more accurate feedback by having a third party involved in part of this process?	Yes	No			
% of Respondents	52%	48%			
12. If you knew that effective exit interviews would reduce turnover and save your organization money, would you welcome a call from our Business Development Manager?	Yes	No			
% of Respondents	31%	69%			