

# Employee Attrition Process

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**Abstract**— Attrition is a critical issue and pretty high in the industry these days. It's the major problem which highlights in all the organizations. "Attrition is said to be the gradual reduction in the number of employees through retirement, resignation or death. It can also be said as Employee Turnover or Employee Defection" The main objectives of this study is to study the employee attrition, to analysis the various factors that causes the attrition in organization, to know the critical reason, Why employees are quit from Serco Global Services and to examine the demographic variable that gives more attrition.

**Key words:** Attrition, Employee Turnover, Employee Defection

## I. NEED FOR THE STUDY

- The success of any organization depends largely on the workers, the employees are considered as the backbone of Serco Global Services Private Ltd.
- The attrition rate of the company is high. So this study focused on why the Attrition occurs and the possible ways to reduce it.
- There this study is more important at this juncture.

### A. Scope of the Study:

- Analysis the various factor that causes the attrition in the organization
- To identify the rate of attrition in the organization.
- It identifies the critical reason that influences the employee to quit their job.

### B. Research:

Research is an active, diligent and systematic process of inquiry in order to discover, interpret or revise facts, events, behaviors, or theories, or to make practical applications with the help of such facts, laws or theories. The term "RESEARCH" is also used to describe the collection of information about a particular subject. Research is a process in which the researcher wishes to find out the end result for a given problem and thus the solution helps in future course of action. The research has been defined as "A careful investigation or enquiry especially through search for new fact in any branch of knowledge".

#### 1) Research Methodology:

The procedure using, which researchers go about their work of describing, explaining and predicting phenomena, is called Methodology. Methods compromise the procedures used for generating, collecting, and evaluating data.

#### 2) Research Design:

Research design is the specification of the method and procedure for acquiring the information needed to solve the problem. A research design is a plan that specifies the objectives of the study, method to be adopted in the data collection, tools in data analysis and hypothesis to be framed.

### C. Data Analysis:

#### 1) Statistical Tools Used:

- Percentage method
- Weighted average method and
- Independent sample T test
- Analysis of variance (ONE-WAY ANOVA)
- Correlation

#### 2) Percentage Method:

In this project Percentage method test was used. The percentage method is used to know the accurate percentages of the data we took, it is easy to graph out through the percentages. The following are the formula

$$\text{Percentage of Respondent} = \frac{\text{No of Respondent}}{\text{Total no. of Respondents}} \times 100$$

From the above formula, we can get percentages of the data given by the respondents.

#### 3) Weighted Average Method:

- Weighted average can be defined as an average whose component items are multiplied by certain values (weights) and the aggregate of the products are divided by the total of weights.
- One of the limitations of simple arithmetic mean is that it gives equal importance to all the items of the distribution

#### 4) Independent Sample t-Test:

The independent samples t-test is probably the single most widely used test in statistics. It is used to compare differences between separate groups. The formula for computing Independent Sample "t" test is as follows:

$$t = \frac{\bar{X}_1 - \bar{X}_2}{\sqrt{\frac{S_{x_1}^2}{n_1 - 1} + \frac{S_{x_2}^2}{n_2 - 1}}}$$

#### 5) Analysis of Variance (ANVORA):

Analysis of variance is an extremely useful technique concerning research. This is used when multi sample are involved. ANOVA is extremely a procedure for testing the difference among different groups of data for homogeneity.

#### 6) Correlation:

Correlation analysis deals with the association between two or more variables. It does not tell anything about cause and effect relationship. Correlation is classified in two types as

- Positive and
- Negative Correlation.

SPEARMAN Correlation method, it also can be said as Rank Correlation. It is defined by the symbol 'r'

$$\text{FORMULA } r = 1 - \frac{6 \sum d_i^2}{n(n^2-1)}$$

Correlation value shall always lie between +1 and -1. When  $r = 1$ , it shows there is perfect positive correlation between variables. When  $r = 0$ , There is no correlation.

## II. REVIEW OF LITERATURE

### A. ATTRITION:

Ankita Srivastava “Attrition And Retention Of Employees In Bpo Sector” The broad objective of this research is to identify the root causes of attrition and retention in BPOs, analyzing the level of employee motivation, satisfaction and involvement, generate a model for maximizing sustenance of employees in the organization and come up with concrete recommendations, which will eventually be valuable to the organizations to retain their employees for a long term.

Sengupta, S., & Gupta, A. (2012), says that Business process outsourcing (BPO) industry in India is progressing with an unparalleled velocity. Despite the momentous growth and brilliant future, the BPO industry has experienced high attrition rates since inception. There are many factors that lead to attrition in BPOs and much research has taken place time and again. In this study, they made a comprehensive attempt to explore the dimensions of attrition by identifying the factors that lead to it, assessing the contribution of the factors toward attrition, and comparing the dimensions across the various demographic variables.

### B. Factors Leading To Growth In The IT/ITES Sector Are:

- Low operating costs and tax advantage.
- Favourable government policies.
- Technically qualified personnel easily available in the country.
- Rapid adoption of IT technologies in major sectors as Telecom, Manufacturing and BFSI.

- Strong growth in export demand from new verticals and non-traditional sectors as public sector, media and utilities.
- Use of new and emerging technologies such as cloud computing. All these factors have given IT/ITES industry in India a strong competitive position with high market share.

### C. Chart Showing the Rating Scale of Mismatch Salary:

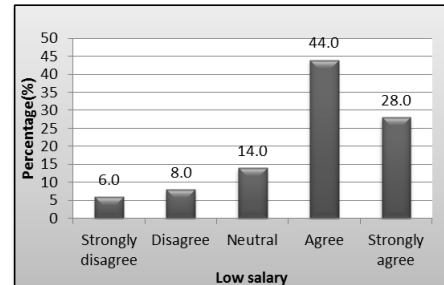


Fig. 1: CHART NO: 4.16

## III. INDUSTRY SUPPORTED

### Banking & Financial Services Institutions

- Travel, Transportation & Hospitality
- Healthcare
- Telecom & Technology
- Retail
- Manufacturing
- Utilities
- Government

## IV. RANKING BASED ON OPINION OF FAMILY ISSUES ATTRIBUTES USING WEIGHTED AVERAGE

| LEVEL             | WEIGHT | No fixed leave |          | Facing difficulty in balancing work and personal life |          | Marriage / family issues/ Maternity is reason for leaving job |          |
|-------------------|--------|----------------|----------|---|----------|---|----------|
|                   |        | X1             | WX1      | X2  | WX2      | X3  | W X3     |
| Strongly Agree    | 5      | 2              | 10       | 11  | 55       | 16  | 80       |
| Agree             | 4      | 22             | 88       | 29  | 116      | 13  | 52       |
| Neutral           | 3      | 16             | 48       | 6   | 18       | 10  | 30       |
| Disagree          | 2      | 8              | 16       | 3   | 6        | 6   | 12       |
| Strongly Disagree | 1      | 2              | 2        | 1   | 1        | 5   | 5        |
| $\sum XW$         |        |                | 164      |   | 196      |   | 179      |
| CW                |        |                | 1.64     |   | 1.96     |   | 1.79     |
| Rank              |        |                | <u>3</u> |   | <u>1</u> |   | <u>2</u> |

Table 1:

### A. INFERENCE:

| RANK | FAMILY ISSUES   |
|------|---|
| 1    | Facing difficulty in balancing work and personal life         |
| 2    | Marriage / family issues/ Maternity is reason for leaving job |
| 3    | No fixed leave  |

Table 2:

### B. Ranking Based On Opinion Of Stress Attributes Using Weighted Average:

| LEVEL             | WEIGHT | Long Duty Hours |          | Night Shifts |          | Physical & Psychological strain |          | Insufficient break time |          |
|-------------------|--------|-----------------|----------|--------------|----------|---------------------------------|----------|-------------------------|----------|
|                   |        | X1              | WX1      | X2           | WX2      | X3                              | W X3     | X4                      | W X4     |
| Strongly Agree    | 5      | 5               | 25       | 6            | 30       | 6                               | 20       | 2                       | 10       |
| Agree             | 4      | 6               | 24       | 17           | 68       | 14                              | 56       | 12                      | 48       |
| Neutral           | 3      | 20              | 60       | 12           | 36       | 22                              | 66       | 22                      | 66       |
| Disagree          | 2      | 19              | 38       | 14           | 28       | 7                               | 14       | 12                      | 24       |
| Strongly Disagree | 1      | 5               | 5        | 1            | 1        | 1                               | 1        | 2                       | 2        |
| $\sum XW$         |        |                 | 152      |              | 163      |                                 | 157      |                         | 150      |
| CW                |        |                 | 1.52     |              | 1.63     |                                 | 1.57     |                         | 1.50     |
| Rank              |        |                 | <u>3</u> |              | <u>1</u> |                                 | <u>2</u> |                         | <u>4</u> |

Table 3: No: 4.48

#### V. CONCLUSION

This study reveals the employee attrition prevalent in Serco Global Service pvt ltd. The result of this project help us to understand the fact that to control attrition level the company should focus on employee expectation from organization the reason for which employees need job changes and the factors that bring about dissatisfaction among employees.

The company can control employee attrition by focusing on the low salary, stress and various family issues which makes employees leave the organization.

Finally Serco Global Service ltd must focus on providing salary with satisfies its employee at least to some extent. The company should focus on recruiting more employees from diploma/ITI qualification. It should conduct several practices like coping strategies and yoga practices to control the attrition level in the Serco Global services.

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