



Teleperformance

June 10, 2024

Employee Attrition Analysis

Insights and
Recommendations

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June 10, 2024

Today's Agenda

1 Introduction

2 Data Preparation

2 Data Modeling

3 Measures and Calculations

4 Key Objectives

4 Summary and Action Items

Introduction

The goal is to analyze factors contributing to employee attrition and other performance metrics.

The objective of this analysis is to understand the factors driving employee attrition and provide actionable insights and recommendations to reduce turnover and improve employee retention.

Employee Analysis

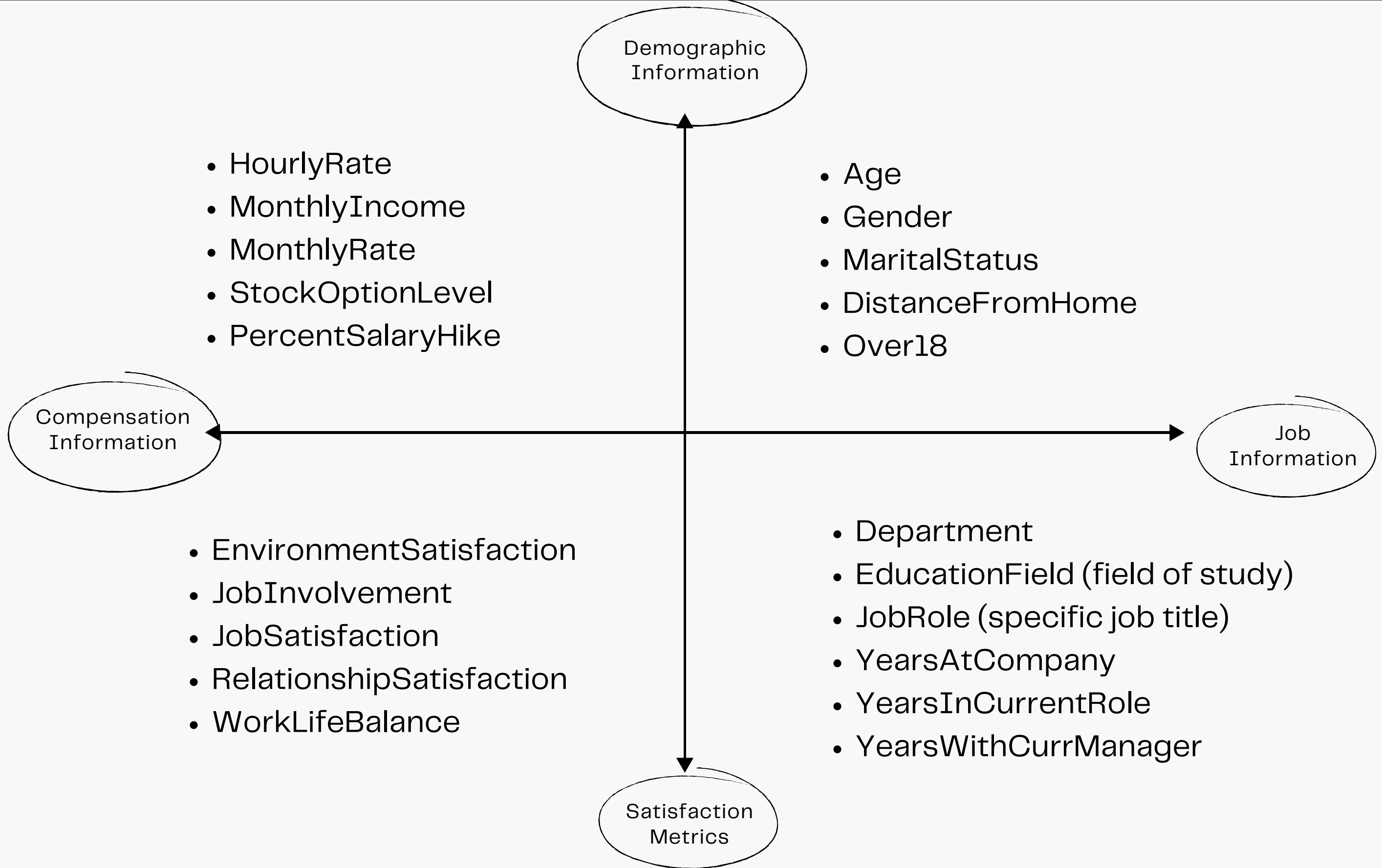


Data Preparation

Dataset Description

The dataset consists of employee records including demographics, job details, performance metrics, and attrition status.

Key Attributes



1

Data Check

ensure the dataset is clean and ready for further analysis or modeling.

Data Types

Scale of Range

Validity

Missing Values

2

Data Model

create a star schema for the given dataset, fact and dimension tables:

Data Model



Let's
begin!

Data Model Structure

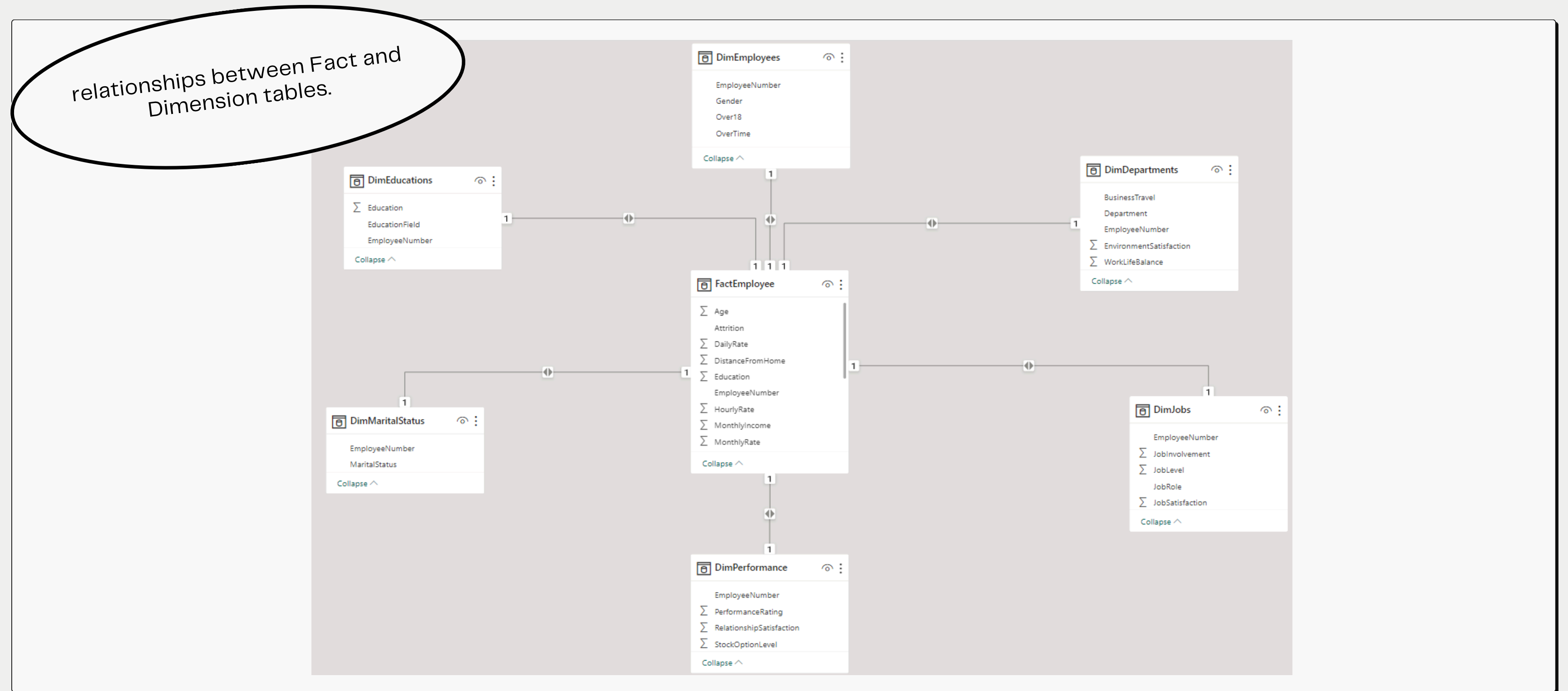
star schema

was created to optimize the data for analysis. The Fact table contains employee details and measures, and the Dimension tables include details on jobs, performance, departments, and demographics.

Fact & Dimensions Tables

Star Schema Diagram

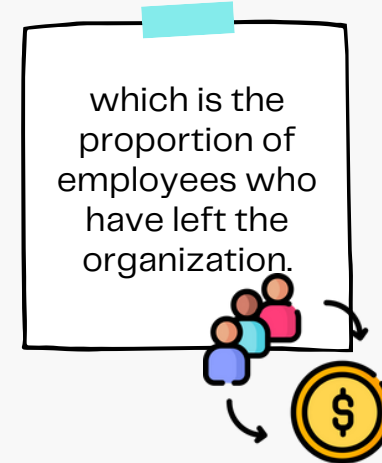
relationships between Fact and Dimension tables.



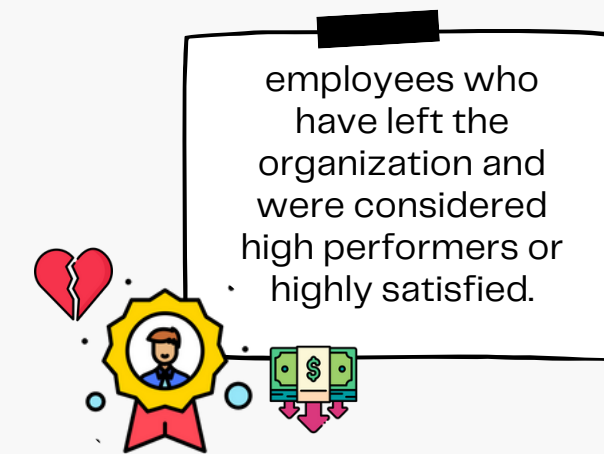
Measures

- 1 DAX for calculations.
- 2 Using Variables for measures.

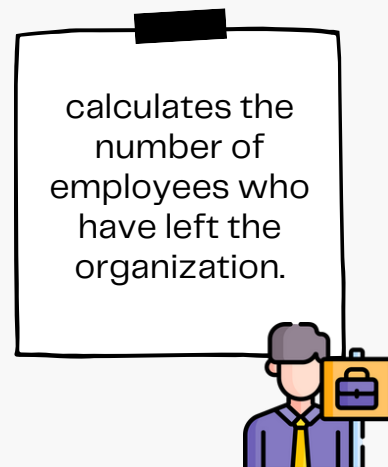
Turnover Rate



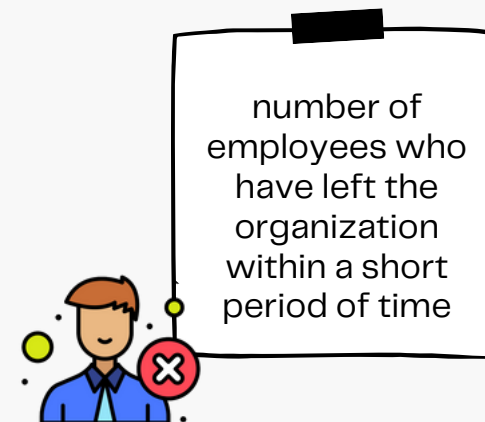
Regrettable Turnover



Exits



Early Turnover



Average Exit Tenure



Key Objectives

Identify the key questions we want to answer

- 1 What is the overall turnover rate?
- 2 What are the primary reasons for employee attrition?
- 3 Which departments or job roles have the highest turnover?
- 4 Are there any patterns related to age, gender, job satisfaction, or performance?
- 5 What are the actionable insights and recommendations?

Key Objectives



High-Level Metrics

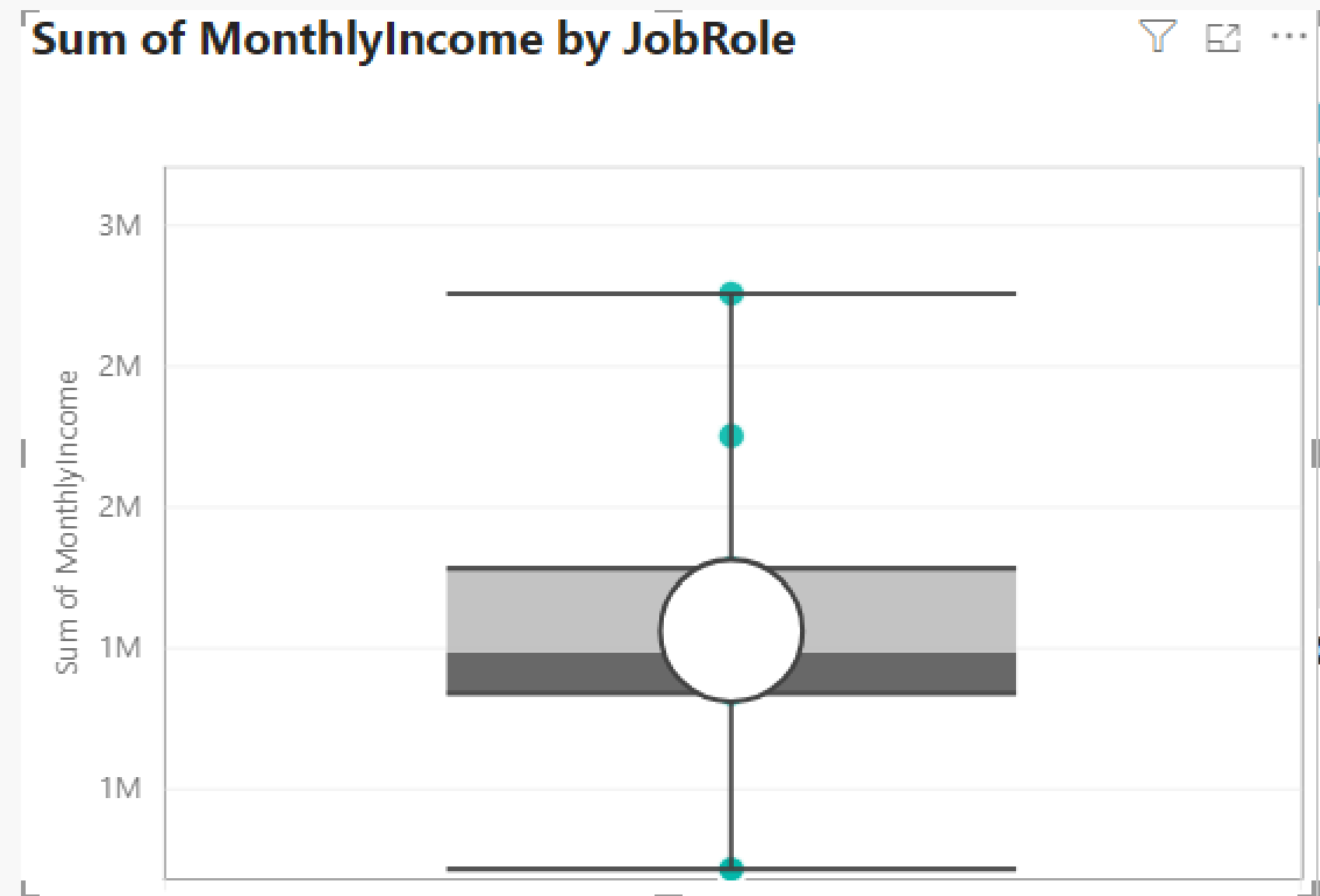
Insights

- The overall turnover rate is 16.12 %
(good rate about 10% or less)
- There have been 237 exits within the analyzed period.
- Early turnover accounts for 75 of total exits within one year.
- Employees stay before leaving about 5 years.
- Regrettable turnover accounts for 13 of total exits .

Outliers

Outliers

there are employees whose monthly income significantly deviates from the majority, either being much higher or much lower.



Recommendations

Identify the key questions we want to answer

- 1 Improve Employee Engagement.
- 2 Enhance Job Satisfaction.
- 3 Focus on Early Turnover.
- 4 Retain High Performers.

Improve Employee Engagement:



- 1 Conduct regular employee surveys to gather feedback.
- 2 Implement employee recognition programs.
- 3 Foster a positive work culture through team building activities.

Enhance Job Satisfaction :



- 1 Provide clear career development paths and training opportunities.
- 2 Ensure competitive compensation and benefits.
- 3 Encourage work-life balance by offering flexible work hours.

Focus on Early Turnover:



- 1 Identify common factors among early leavers and address them.
- 2 Strengthen onboarding programs to integrate new hires effectively.
- 3 Provide mentorship for new employees.

Retain High Performers:



1

Offer performance-based incentives and career advancement opportunities.

2

Regularly review and adjust roles and responsibilities to keep top talent engaged.

3

Create a feedback loop where high performers can share ideas and improvements.

Thank you!

Have
a good
weekend!