# RESEARCH

# POSTER

# EXPLORING JOB SATISFACTION AND WORK-LIFE BALANCE AS PREDICTORS OF EMPLOYEE ATTRITION

#### **AUTHORS**

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#### **INTRODUCTION**

High employee attrition rates can disrupt business operations and increase costs. Identifying predictors like job satisfaction and work-life balance can aid in developing strategies to retain employees.

# RESEARCH PURPOSE

- Few studies examine the combined impact of Job Satisfaction, Work-Life Balance and Environment Satisfaction on attrition.
- The pandemic introduced remote and hybrid work models, reshaping expectations for flexibility and well-being.
- Employees now value flexible arrangements and better Work-Life Balance, highlighting their importance.
- Research is needed on the joint effects of Job Satisfaction and Work-Life Balance on attrition using predictive models.

### RESULTS/FINDINGS

Job Satisfaction:

- Employees with higher levels of job satisfaction were significantly less likely to leave their positions.
- This factor had the strongest impact on predicting attrition compared to other variables.

### Work-Life Balance:

- Work-life balance also influenced attrition, with better balance leading to lower turnover.
- However, its effect was smaller than that of job satisfaction.

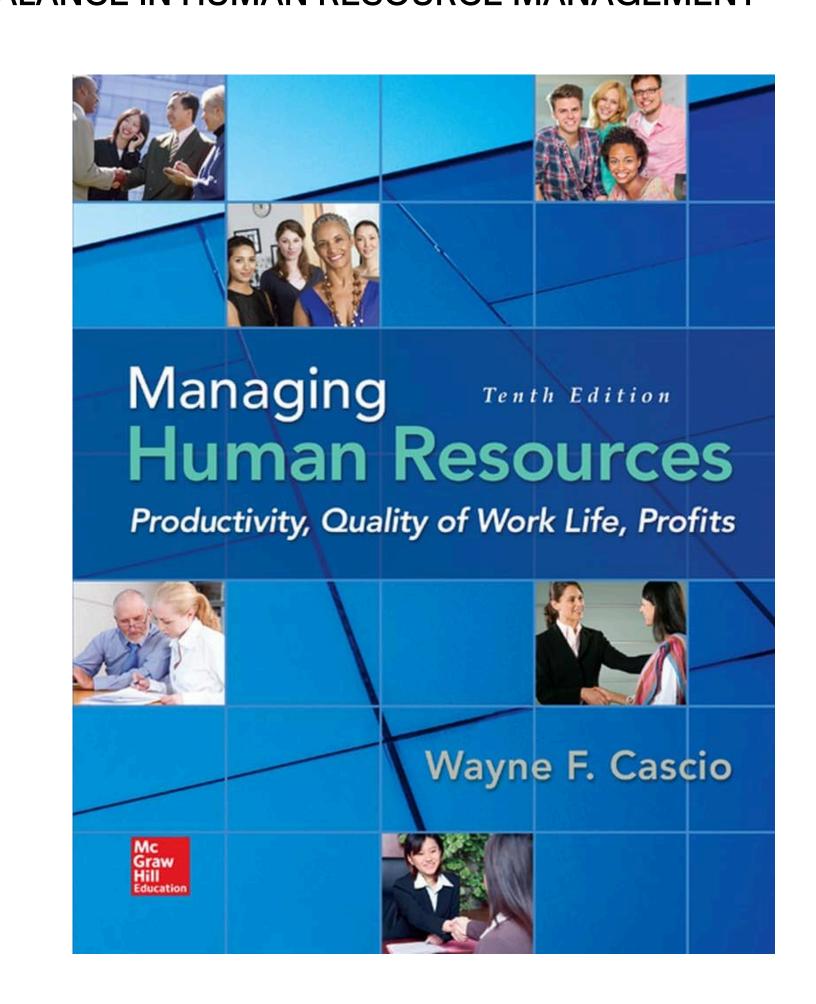
## Overall Predictive Power:

- The combination of job satisfaction and work-life balance explained a significant portion of the variation in attrition rates.
- Together, they form key predictors for understanding and addressing employee turnover.

# RESEARCH QUESTION

What factors contribute to employee attrition in companies and how can we predict which employees are likely to leave?

# IMPORTANCE OF JOB SATISFACTION & WORK-LIFE BALANCE IN HUMAN RESOURCE MANAGEMENT





#### **AFFILIATIONS**

- Aj Prof. Kritsada Sriphaew and Teaching Assistant P'Yolanda
- Participating Organizations and Individuals
- Our Collegues and Friends

#### METHODOLOGY

- Dataset: IBM HR Analytics
- Focus: Examined job satisfaction and work-life balance impacts on employee attrition.
- Objectives:
  - Identify attrition factors.
  - Analyze department-specific trends.
  - Predict high-risk employees.

#### Modeling Approach

- Classifier: Decision Tree for classification and feature importance analysis.
- Process:
  - Data cleaning and feature selection.
  - Two model versions:
    - Version 1: Baseline insights.
    - Version 2: Improved with down-sampling and cross-validation to handle class imbalance.

#### Results & Insights

- Version 2 Performance: Higher accuracy, precision, and recall.
- Key Findings:
  - o Clear attrition patterns identified.
  - Departmental analysis highlighted attrition drivers, aiding retention strategies



# PERFORMANCE MATRIX IN PERCENTAGE

### **DEPARTMENT-SPECIFIC INSIGHTS**

The Decision Tree analysis revealed differences in attrition drivers across departments:

- Sales: Environment Satisfaction plays a crucial role in retention, with lower scores linked to higher attrition.
- Human Resources: Job Satisfaction significantly influences turnover, highlighting the need for job enrichment.
- Research & Development: Both Work-Life Balance and Job Satisfaction were critical predictors, underscoring the importance of a supportive work-life integration.

### IMPLICATIONS FOR PRACTICE

The findings support data-driven strategies to improve retention, focusing on Work-Life Balance, Job Satisfaction, and Environment Satisfaction:

- General Strategies
  - Increase workplace flexibility to support employees' personal and professional needs.
  - o Offer clear career development paths to boost engagement and loyalty.
  - Foster an inclusive and supportive work culture to reduce turnover.
- Department-Specific Strategies
  - Customize retention plans based on department-specific challenges and attrition trends.
  - o Address unique workload, resource, or management issues in each team to improve satisfaction and retention.