HR Metrics Analysis:

Insights into Turnover Rates, Hiring Efficiency, and Staff Satisfaction.

Resource

Human

HR

Contents

Overview

HR MATRICS ANALYSIS - Q4 2023

This report is to better understand employee turnover rates, hiring efficiency, and staff satisfaction.

Through this analysis, we seek to provide stakeholders with valuable insights into key HR metrics.

Key Questions

1 **Employee turnover for this quarter.**

What is the employee turnover in Q4 2023 compare to that of Q3 2023 and Q4 2022?

2 **Employee satisfaction score for this quarter.**

What is the employee satisfaction score in Q4 2023 compare to that of Q3 2023 and Q4 2022?

3 **Regular Trainings and Employee Retention Correlation**

Does regular trainings impact employee retention?

4 **Manager Feedback and Employee Satisfaction Correlation.**

Any correlation between manager feedback and employee satisfaction?

5 **Departments with the highest turnover in the last 3 years?**

What departments have the highest turnover in the last 3 years?

Findings & Insights

Question #1

What is the employee turnover in Q4 2023 compare to that of Q3 2023 and Q4 2022?

Employee turnover has been on a steady rise since Q4 2022, with Q4 2023 experiencing the highest turnover rates compared to Q3 2023 and Q4 2022.

This suggests a sustained pattern of employees leaving the organization over the past year, highlighting a significant concern for retention efforts.

Turnover vs Termination Quarter

Termination Quarter
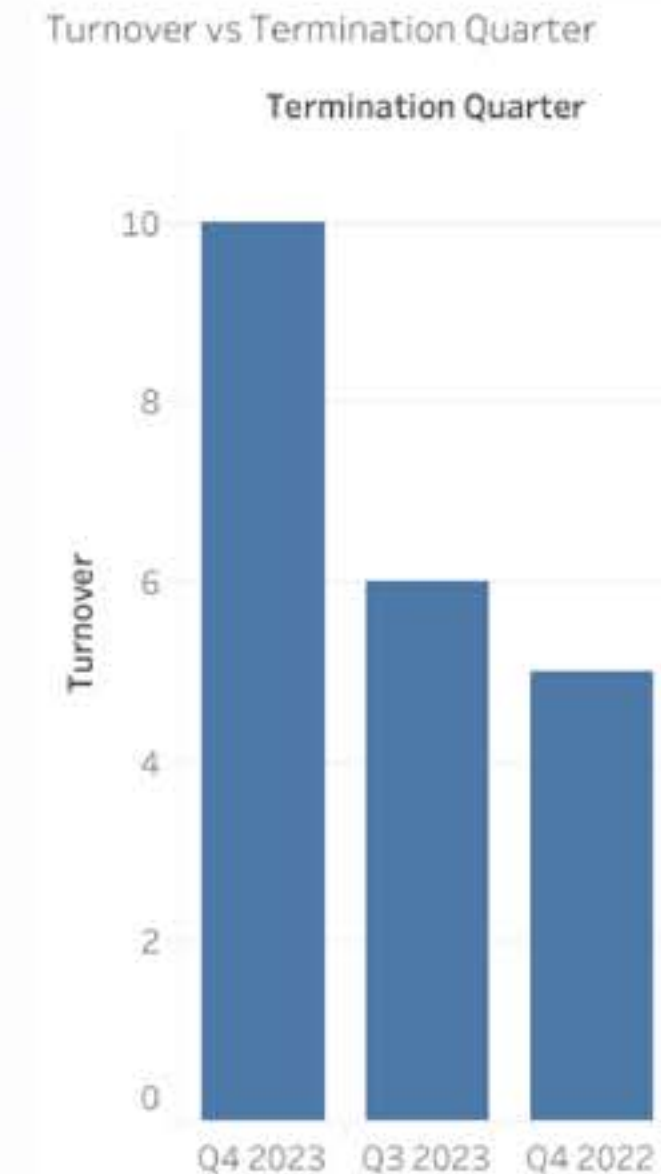

```sql
SELECT
    Termination_Year ,
    termination_quarter,
    COUNT(Employee_ID) AS Turnover
FROM Employee_Performance
WHERE
    Termination_Year BETWEEN '2022' AND '2023' AND
    termination_quarter BETWEEN 'Q3' AND 'Q4'
GROUP BY Termination_Year, termination_quarter
ORDER BY Termination_Year, termination_quarter ;
```

Question #2

What is the employee satisfaction score in Q4 2023 compare to that of Q3 2023 and Q4 2022?

In Q3 2023, the organization achieved its highest average satisfaction score, indicating a period of heightened employee contentment.

However in Q4 2023, there was a marginal decline in the average retention score compared to Q4 2022.

This suggests a potential challenge in retaining employees during the latter period.

Average Satisfaction vs Turnover Quarter

Termination Quarter
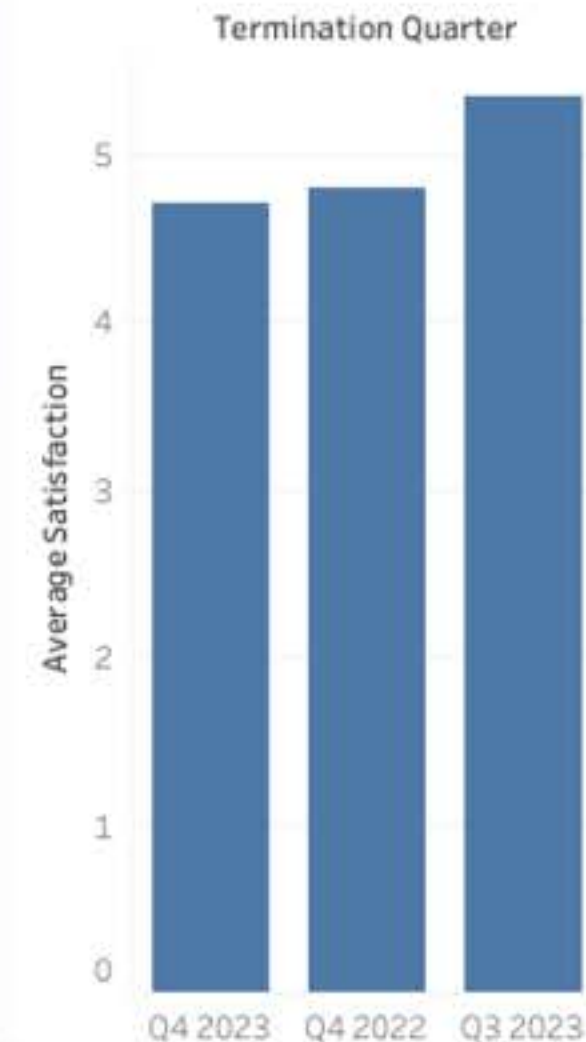
```
SELECT
  Termination_Quarter,
  termination_year,
  AVG(Employee_Satisfaction_Score) AS Average_Satisfaction
FROM
  Employee_Performance
WHERE
  Termination_Year BETWEEN '2022' AND '2023' AND
  termination_quarter BETWEEN 'Q3' AND 'Q4' AND
  Employee_Satisfaction_Score is not NULL
GROUP BY
  Termination_Quarter,
  termination_year
ORDER BY
  Termination_Quarter,
  termination_quarter ;
```

Question #3

Does regular trainings impact employee retention?

Yes, there is a significant correlation between regular trainings and employee retention.

Average Training Hours vs Turnover
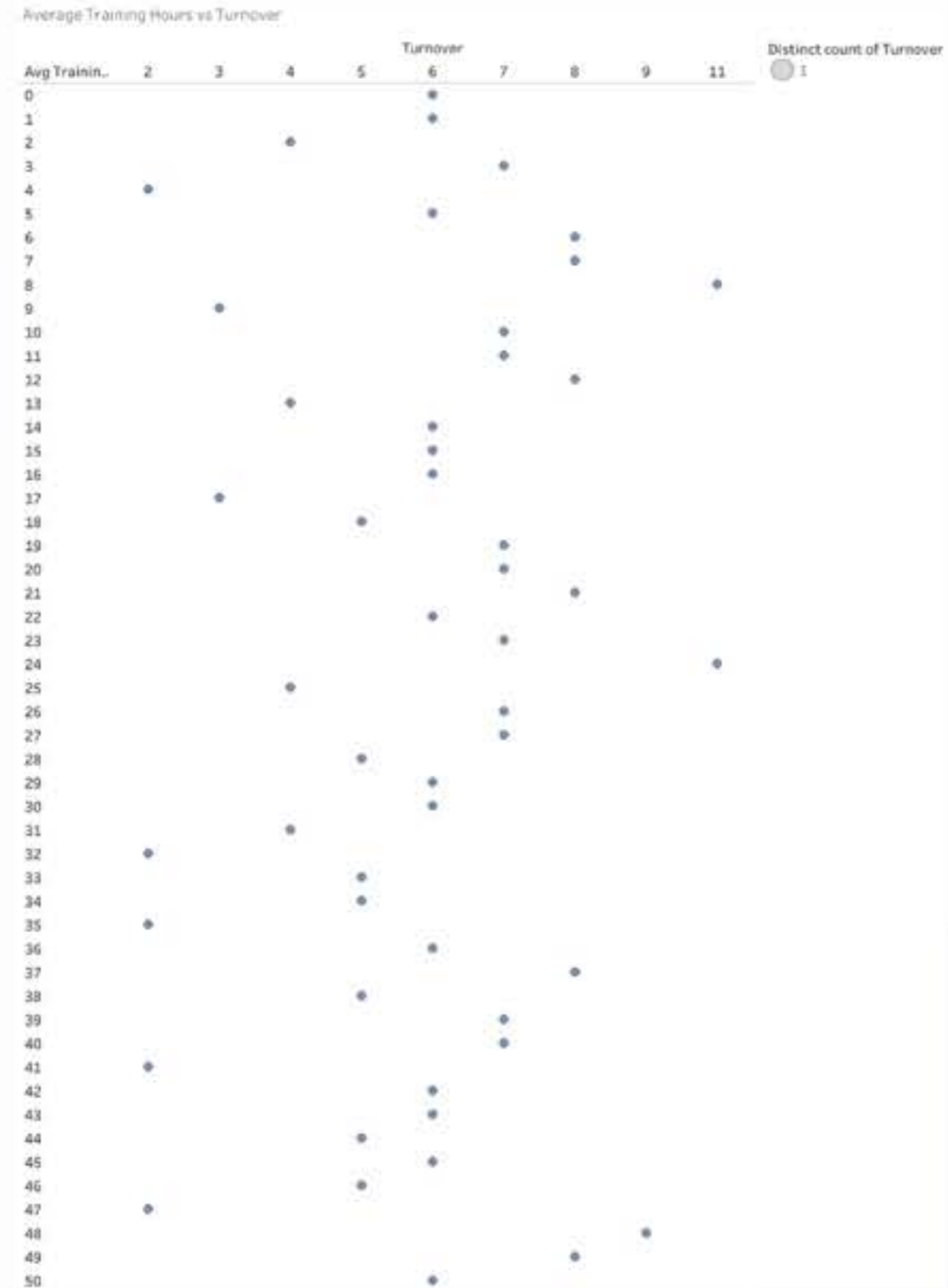
```sql
SELECT
    AVG(Training_Hours_Last_Year) AS Avg_Training_Hours,
    COUNT(Employee_ID) AS Turnover
FROM Employee_Performance
WHERE Termination_Date IS NOT NULL
GROUP BY training_hours_last_year ;
```

Question #4

Any correlation between manager feedback and employee satisfaction?

Yes, there is no significant correlation between manager feedback and employee satisfaction.

Average Manager Feedback vs Average Employee Satisfaction

Avg Manag..		Avg Employee Satisfaction										
	0	1	2	3	4	5	6	7	8	9	10
0	●	●	●	●	●	●	●	●	●	●	●
1	●	●		●	●	●	●	●		●	●
2	●	●	●	●	●	●	●	●		●	●
3	●	●	●	●	●	●	●	●	●	●	●
4	●				●	●	●	●		●	●
5	●		●	●	●	●	●		●		
6	●	●	●	●	●	●	●		●	●	●
7	●	●	●	●	●	●	●	●	●	●	●
8	●	●	●	●	●	●	●		●	●	●
9	●	●	●	●	●	●	●	●	●		●
10	●	●	●	●	●	●	●	●	●		●

```sql
SELECT
AVG(Manager_Feedback_Score) AS Avg_Manager_Feedback,
AVG(Employee_Satisfaction_Score) AS Avg_Employee_Satisfaction
FROM Employee_Performance
GROUP BY Employee_ID;
```

Question #5

What departments have the highest turnover in the last 3 years?

The Finance department exhibits the highest employee turnover, with a total of 16 employees departing from the organization in the last 3 years.

Similarly, both the Operations and IT departments have experienced significant turnover, with 13 employees leaving each since 2021.

Turnover (in the last 3 years) vs Department
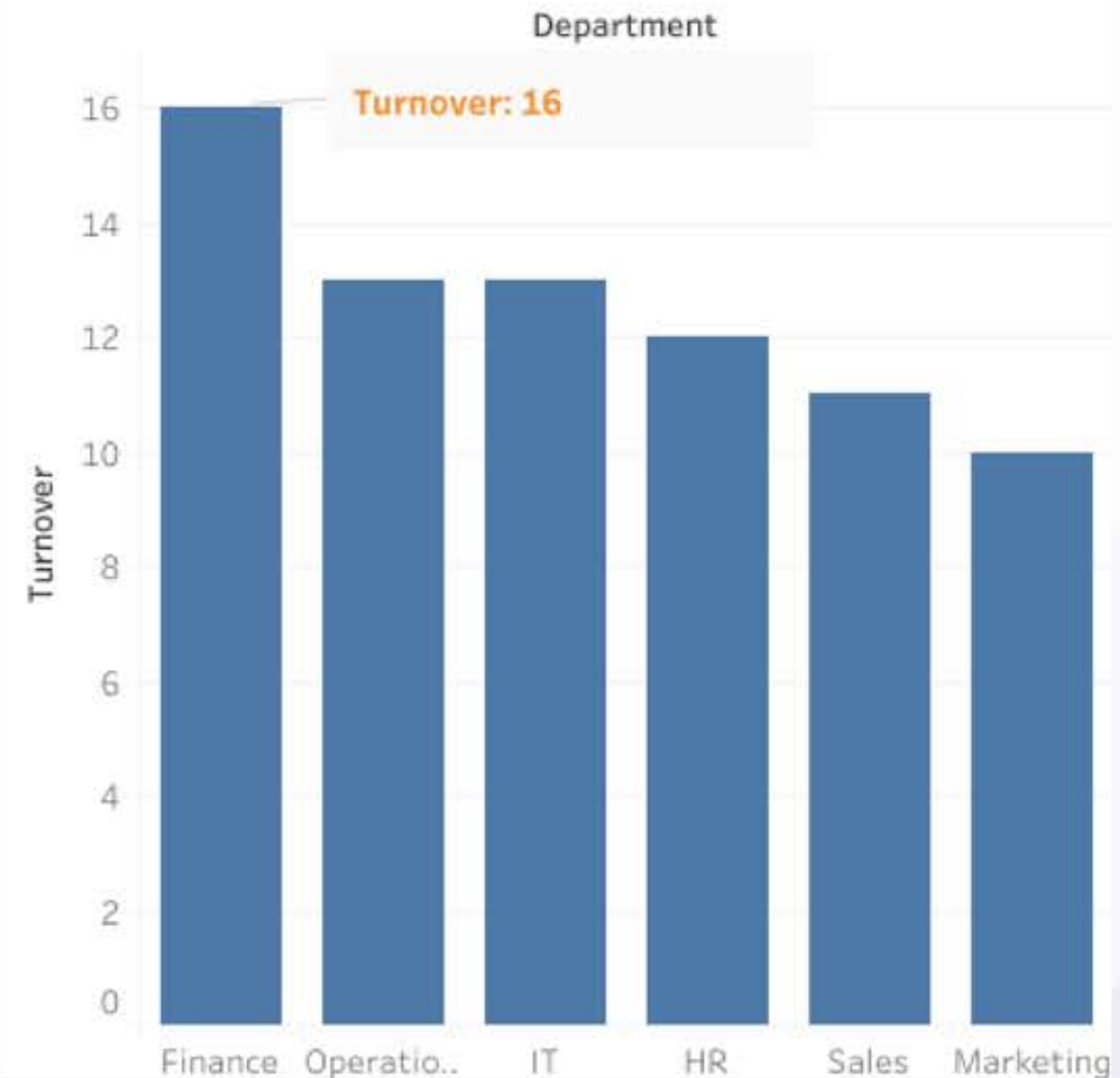
```
SELECT
    Department,
COUNT(Employee_Information.Employee_ID) AS Turnover
FROM Employee_Information
JOIN Employee_Performance
ON Employee_Information.Employee_ID = Employee_Performance.Employee_ID
WHERE Termination_Date BETWEEN '2021-01-01' AND '2023-12-31'
GROUP BY department
ORDER BY Turnover DESC ;
```

Further Analysis

There is need for closer examination of the factors driving turnover within these departments and the implementation of targeted strategies to address retention challenges.

Recommendation

1. **Conduct Exit Interviews**: Gather feedback from departing employees to understand their reasons for leaving. This can provide valuable insights into the specific issues within each department that are contributing to turnover.
2. **Address Workload and Stress:** Evaluate workload distribution and stress levels within the Finance, Operations, and IT departments. Implement measures to balance workloads, provide adequate resources, and support employees in managing their workload effectively.
3. **Offer Professional Development Opportunities:** Invest in training and development programs to enhance the skills and competencies of employees in the Finance, Operations, and IT departments. Providing opportunities for growth and advancement can increase job satisfaction and retention.
4. **Address Work-Life Balance:** Promote work-life balance initiatives, such as flexible work arrangements or wellness programs, to support employees in achieving a healthy balance between their work and personal lives.
5. **Enhance Recognition and Rewards:** Recognize and reward employees in the Finance, Operations, and IT departments for their contributions and achievements. This can include verbal praise, monetary incentives, or opportunities for advancement.

Recommendation

Thank you!

EntryLevel

BY H.N