**Project Title: Corporate Employee Attrition Analysis**     **Project Design Phase-I - Solution Fit**     **Team ID:** PNT2022TMID03798

| Define CS, fit into CC | 1. CUSTOMER SEGMENT(S) | 6. CUSTOMER CONSTRAINTS | 5. AVAILABLE SOLUTIONS | Explore AS, differentiate |
|---|---|---|---|---|
| | • HR of an organization who is responsible for employee's satisfaction in their job<br>• Talent Acquisition team<br>• Organization team | • Communication between employees and organization<br>• Budget<br>• Datasets about employees<br>• Data analysts<br>• Time<br>• Risk | • Employee's compensation benefits<br>• Promotion offering to employees<br>• Data about Salary expectations of employees<br>• Feedback from employees<br>• Promote flexibility | |

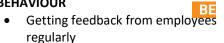| Focus on J&P, tap into BE | 2. JOBS-TO-BE-DONE / PROBLEMS | 9. PROBLEM ROOT CAUSE **RC** | 7. BEHAVIOUR **BE** | Focus on J&P, tap into BE |
|---|---|---|---|---|
| | • Mentor need to be assigned to know and update employee's skills and personal issues if any.<br>• To admire their good performance and motivate them<br>• To assign the tasks based on their skill set<br>• Poor work life balance | • Manual analyzation of employee attrition takes more time<br>• Working in the same post for many years without promotion<br>• Low salary<br>• Lack of flexibility<br>• Lack of growth<br>• Poor workspace culture | • Getting feedback from employees regularly<br>• If they have any issues that can be solved, organization can find the best way to retain the best employee | |

## 3. TRIGGERS · TR

- Employee who has not been promoted for years but watching their fellow mates developing in their work position.
- Lack of employee development opportunities
- Lack of motivation factors ie. Bonus, promotion, allowance
- Lack of friendly workspace which other organizations provide.

## 4. EMOTIONS: BEFORE / AFTER · EM

**Before**
1. Stress
2. Dissatisfaction
3. Lack of smooth relationship with colleagues

**After**
1. Motivation
2. Friendly relationship with colleagues and team lead
3. Satisfied and work with interest

## 10. YOUR SOLUTION · SL

- Create a dashboard using monthly feedback from employees with either their identity known or unknown.
- Data from the feedback needs to be constructed as a graph using data analytics to know which factor mostly affects the resignation of employees. The first preference has to be given for the major factor to construct solution.

## 8. CHANNELS of BEHAVIOUR · CH

### 8.1 ONLINE
- By using online feedback forms and algorithms, situation can be predicted and examined.
- By using graphs and charts, information can be extracted

### 8.2 OFFLINE
Employees physically communicate to share their issues and views