

Define CS, fit into CC	<p>1. CUSTOMER SEGMENT(S)</p> <ul style="list-style-type: none"> • HR of an organization who is responsible for employee's satisfaction in their job • Talent Acquisition team • Organization team 	<p>6. CUSTOMER CONSTRAINTS</p> <ul style="list-style-type: none"> • Communication between employees and organization • Budget • Datasets about employees • Data analysts • Time • Risk 	<p>5. AVAILABLE SOLUTIONS</p> <ul style="list-style-type: none"> • Employee's compensation benefits • Promotion offering to employees • Data about Salary expectations of employees • Feedback from employees • Promote flexibility 	Explore AS, differentiate
	<p>2. JOBS-TO-BE-DONE / PROBLEMS</p> <ul style="list-style-type: none"> • Mentor need to be assigned to know and update employee's skills and personal issues if any. • To admire their good performance and motivate them • To assign the tasks based on their skill set • Poor work life balance 	<p>9. PROBLEM ROOT CAUSE</p> <ul style="list-style-type: none"> • Manual analyzation of employee attrition takes more time • Working in the same post for many years without promotion • Low salary • Lack of flexibility • Lack of growth • Poor workspace culture 	<p>7. BEHAVIOUR</p> <ul style="list-style-type: none"> • Getting feedback from employees regularly • 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