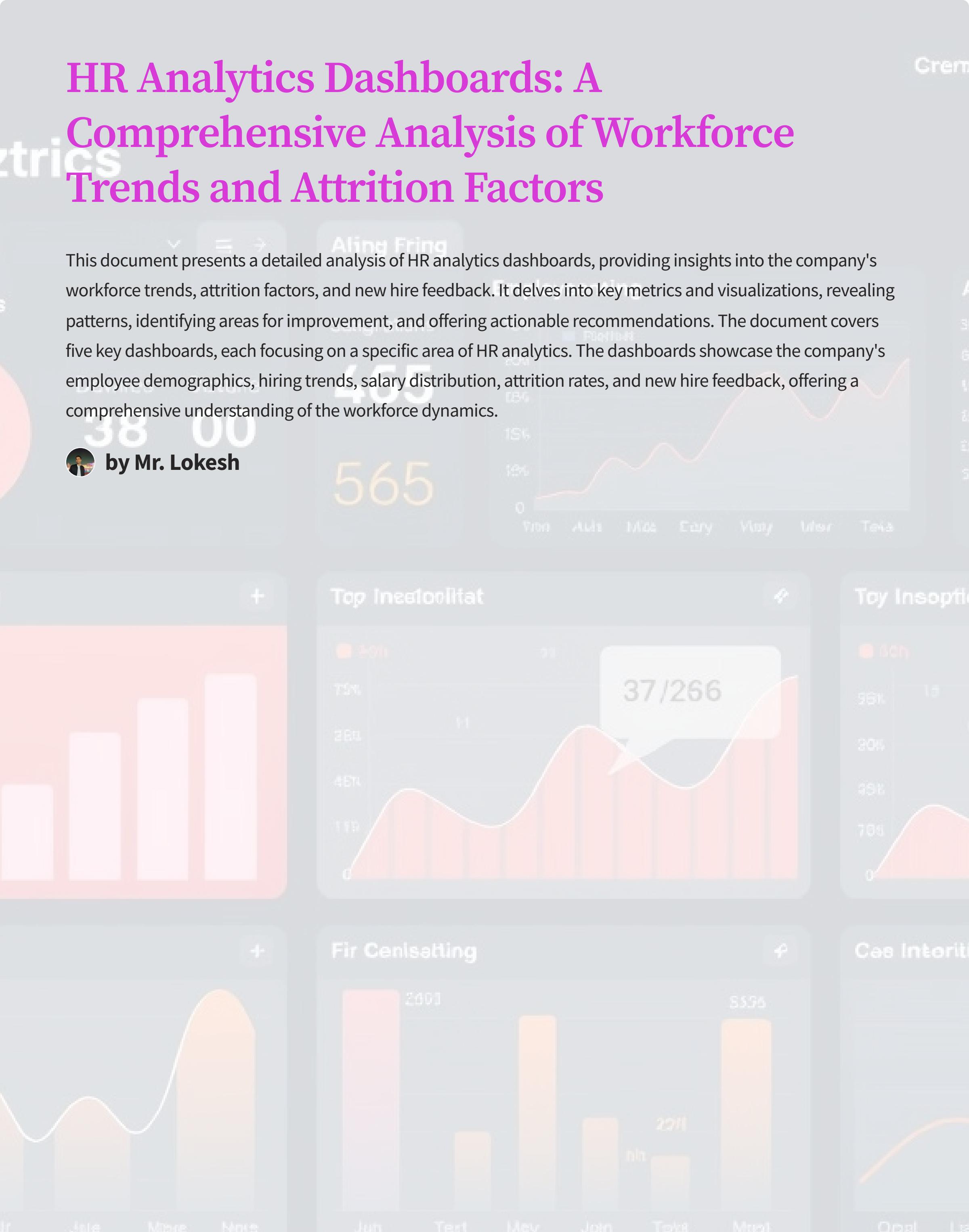


HR Analytics Dashboards: A Comprehensive Analysis of Workforce Trends and Attrition Factors

This document presents a detailed analysis of HR analytics dashboards, providing insights into the company's workforce trends, attrition factors, and new hire feedback. It delves into key metrics and visualizations, revealing patterns, identifying areas for improvement, and offering actionable recommendations. The document covers five key dashboards, each focusing on a specific area of HR analytics. The dashboards showcase the company's employee demographics, hiring trends, salary distribution, attrition rates, and new hire feedback, offering a comprehensive understanding of the workforce dynamics.

by Mr. Lokesh



Dashboard 1 - HR Analytics Dashboard: A High-Level Overview

This dashboard provides a high-level overview of the company's HR metrics and workforce trends.

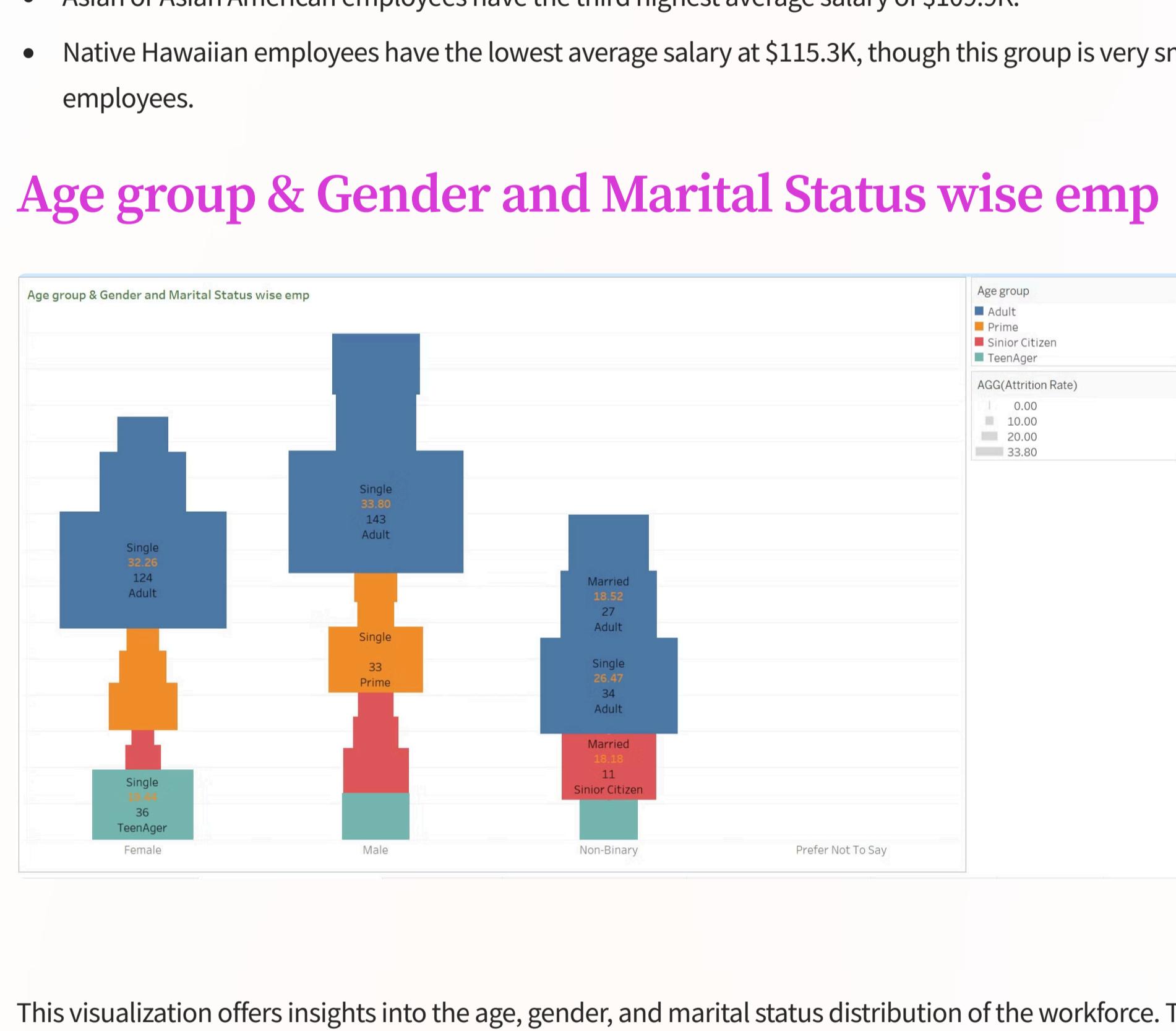


Hiring the Employees over a Period



This line chart shows the total, current, and past employee counts over the past 11 years. The data indicates that the company has experienced steady growth, with the total employee base increasing from 136 in 2011 to 190 in 2021. The current employee count stands at 151, while the past employee count has remained relatively stable between 60-61. This suggests the company is maintaining a consistent workforce and expanding its operations.

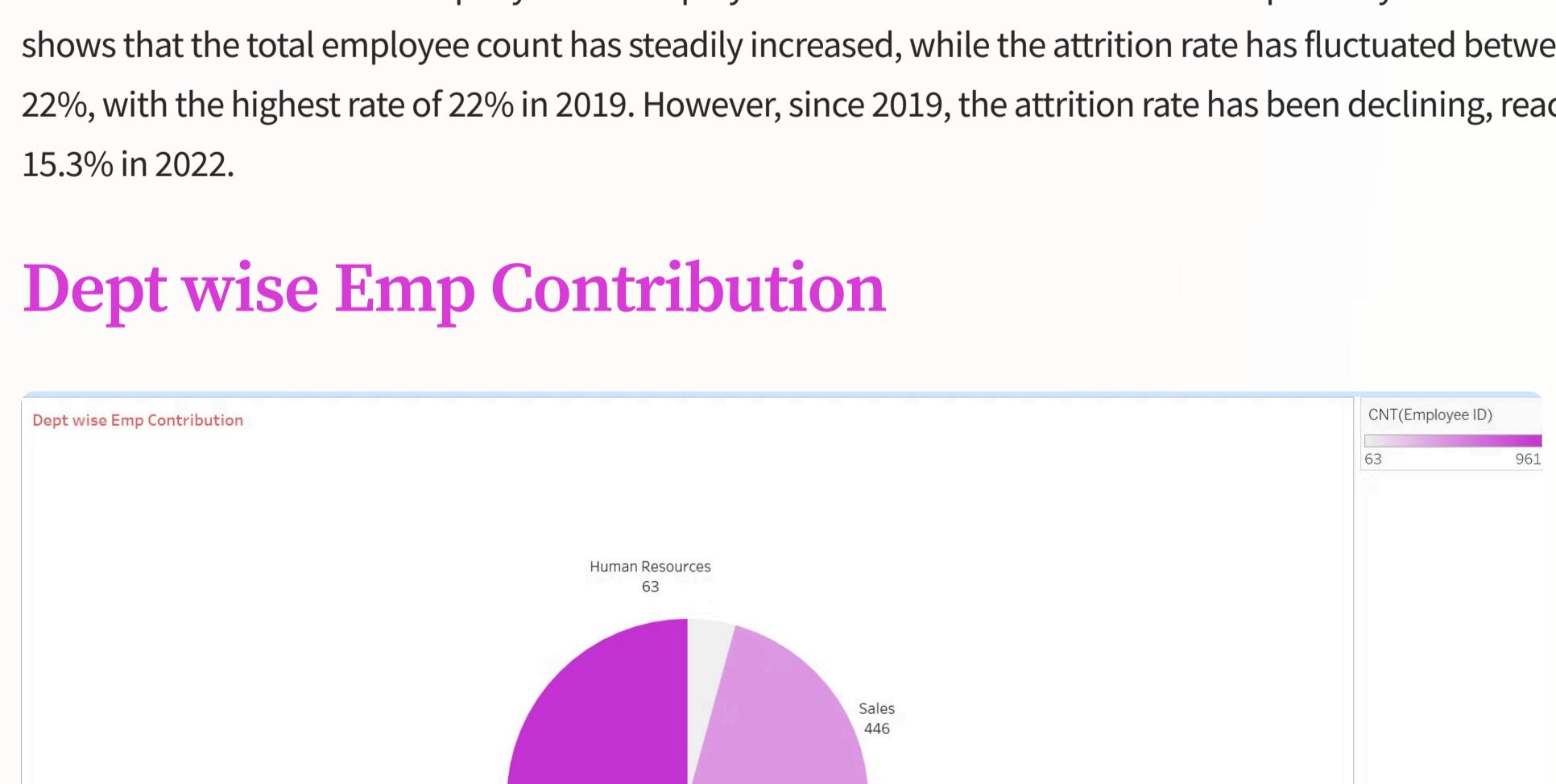
Dept & Job role wise Emp and their Avg Salary



This section analyzes the average salaries across different departments and job roles. A few key insights:

- The Human Resources department has the highest average salary at \$449K, followed by Sales at \$102.2K and Technology at \$53.8K.
- The highest paid roles are HR Business Partner (\$331.2K), HR Executive (\$145.8K), and Recruiter (\$31.1K).
- The lower paid roles are predominantly in the Technology department, such as Data Scientist (\$23.8K), Software Engineer (\$261K), and Machine Learning Scientist (\$146K).

Ethnicity wise Emp and their Avg Salary



This chart provides a breakdown of the employee demographics by ethnicity and their corresponding average salaries. The key findings are:

- White employees make up the largest group at 860, with an average salary of \$115.3K.
- Black or African American employees are the second largest group at 207, with an average salary of \$112.2K.
- Asian or Asian American employees have the third highest average salary of \$109.9K.
- Native Hawaiian employees have the lowest average salary at \$115.3K, though this group is very small at 26 employees.

Age group & Gender and Marital Status wise emp



This visualization offers insights into the age, gender, and marital status distribution of the workforce. The key points are:

- The largest group is Single Adult employees at 143, followed by Married Adult at 124.
- There are 34 Non-Binary and 26 Prefer Not to Say employees.
- The gender split is fairly even, with 124 Female and 143 Male employees.

Yearly Wise Emp vs Attrition Rate

This line chart tracks the company's total employee count and attrition rate over the past 11 years. The data shows that the total employee count has steadily increased, while the attrition rate has fluctuated between 10-22%, with the highest rate of 22% in 2019. However, since 2019, the attrition rate has been declining, reaching 15.3% in 2022.

Dept wise Emp Contribution

This pie chart highlights the distribution of employees across the three main departments - Human Resources (63), Sales (446), and Technology (961). The Technology department is the largest, accounting for 65% of the workforce.

Current Vs Left Emp over a Period

This stacked area chart visualizes the changes in current and past employees over time. It shows that the current employee count has been increasing steadily, while the past employee count has remained relatively stable.

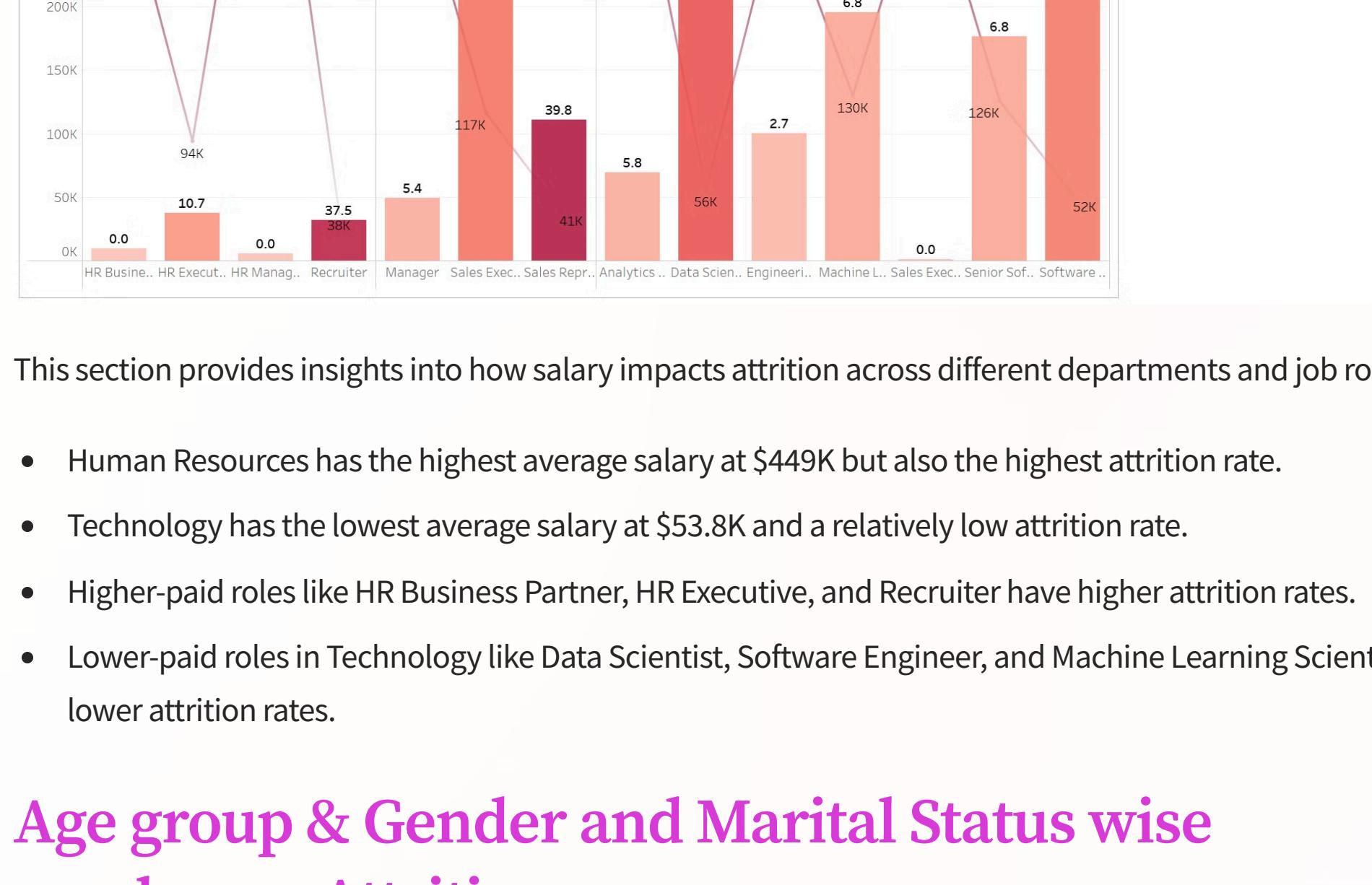
Dashboard 2 - Uncovering the Secrets Behind Employee Attrition

Uncovering the Secrets Behind Employee Attrition



A bar chart titled 'Number of KPIs' per category. The y-axis ranges from 0 to 350K. The x-axis categories are 'All', 'Business', 'Financial', 'Operational', and 'Strategic'. The bars show values of 314K, 318K, 286K, 320K, and 314K respectively.

Category	Number of KPIs
All	314K
Business	318K
Financial	286K
Operational	320K
Strategic	314K



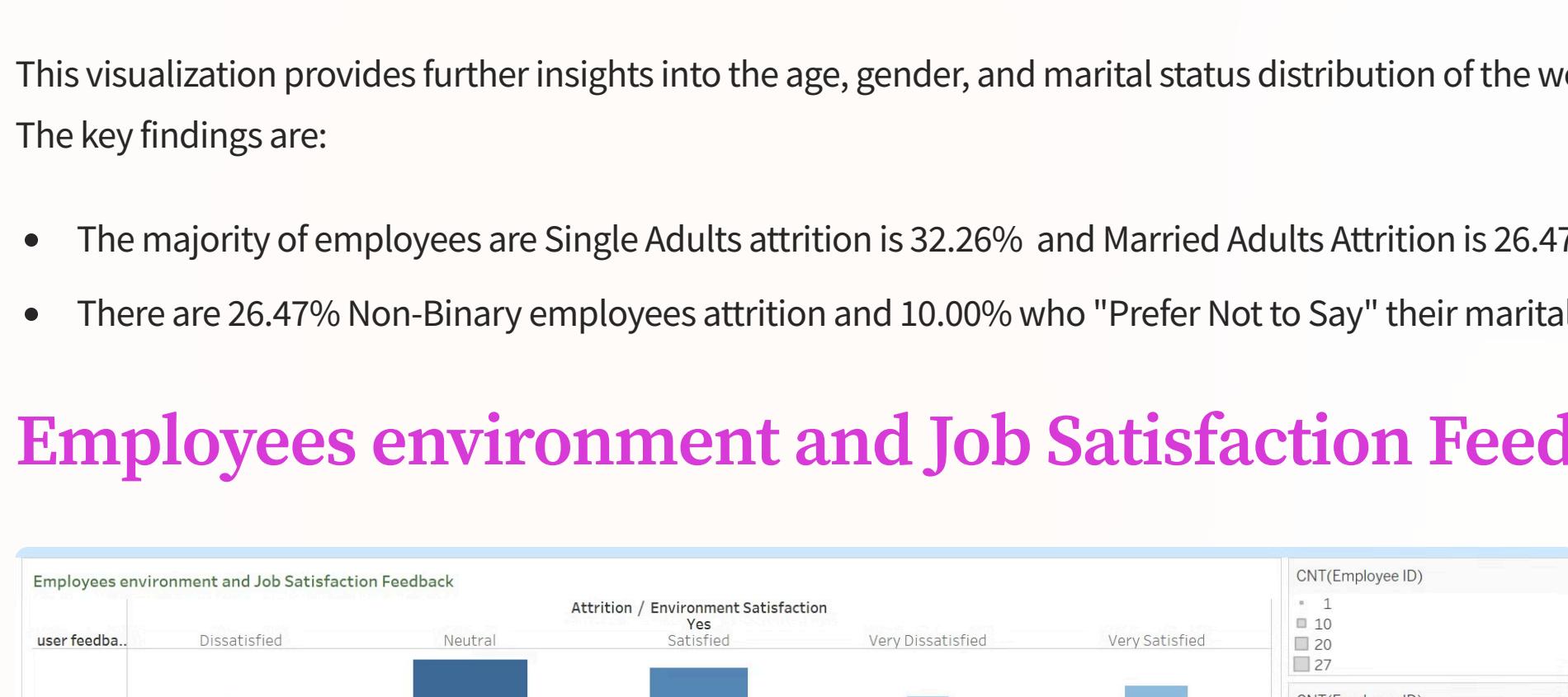
Age group & Gender and Marital Status wise emp

- A treemap visualization showing the distribution of attrition rates by marital status and age group. The main chart displays three categories: Single (33.80), Married (18.52), and Adult (20.00). Each category is further subdivided into age groups: Single (32.26, 124, Adult) and Single (33.80, 143, Adult). The color scale indicates the AGG(Attrition Rate), ranging from 0.00 (light blue) to 33.80 (dark blue).

Category	Sub-Category	Attrition Rate	Count
Single	Adult	32.26	124
		33.80	143
Married	Adult	18.52	27
		20.00	100

A stacked bar chart illustrating the distribution of gender across marital status categories. The y-axis represents the count of individuals, ranging from 0 to 100. The x-axis categories are Female, Male, Non-Binary, and Prefer Not To Say. Each category has a red segment at the top and a teal segment below it.

Marital Status	Female	Male	Non-Binary	Prefer Not To Say
Single	19	44	36	0
Married	18	18	11	0
Senior Citizen	0	0	0	0



A horizontal bar chart titled "How satisfied are you with the way [U.S. president] is handling his job?" The y-axis has two categories: "Dissatisfied" at the top and "Satisfied" at the bottom. The x-axis represents percentages from 0 to 100. The "Dissatisfied" category shows 5% for "Very dissatisfied", 1% for "Somewhat dissatisfied", 6% for "Somewhat satisfied", and 2% for "Very satisfied". The "Satisfied" category shows 9% for "Somewhat dissatisfied", 22% for "Somewhat satisfied", 12% for "Very satisfied", and 18% for "Extremely satisfied".

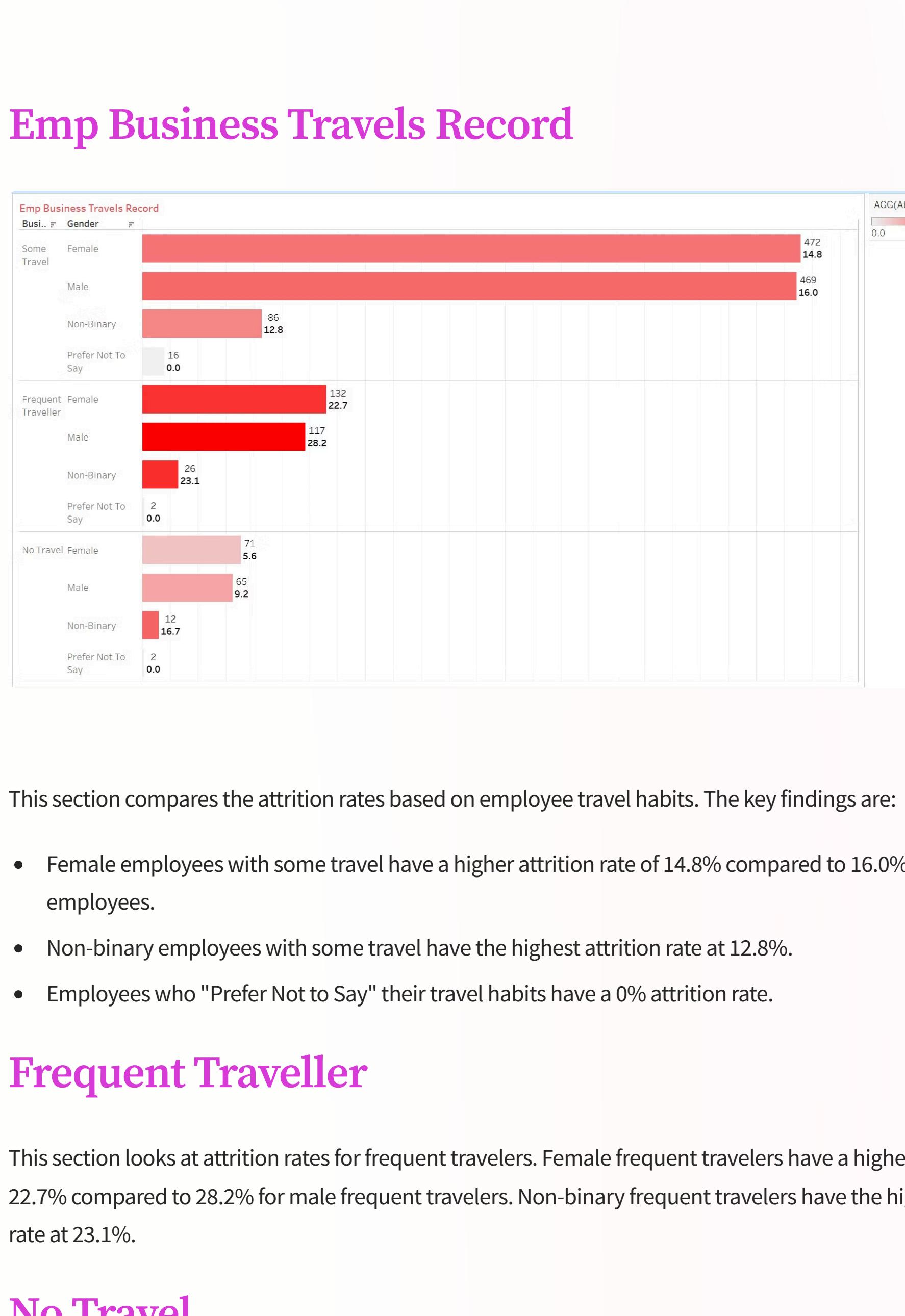
Satisfaction Level	Dissatisfied (%)	Satisfied (%)
Very dissatisfied	5	9
Somewhat dissatisfied	1	22
Somewhat satisfied	6	12
Very satisfied	2	18
Extremely satisfied	-	-

- A horizontal bar chart comparing satisfaction levels across five categories. The y-axis has two categories: 'Neutral' (top) and 'Very Satisfied' (bottom). Each category has five bars representing different satisfaction levels. The bars are colored in a gradient from light blue (representing lower values) to dark blue (representing higher values). Numerical values are displayed next to each bar.

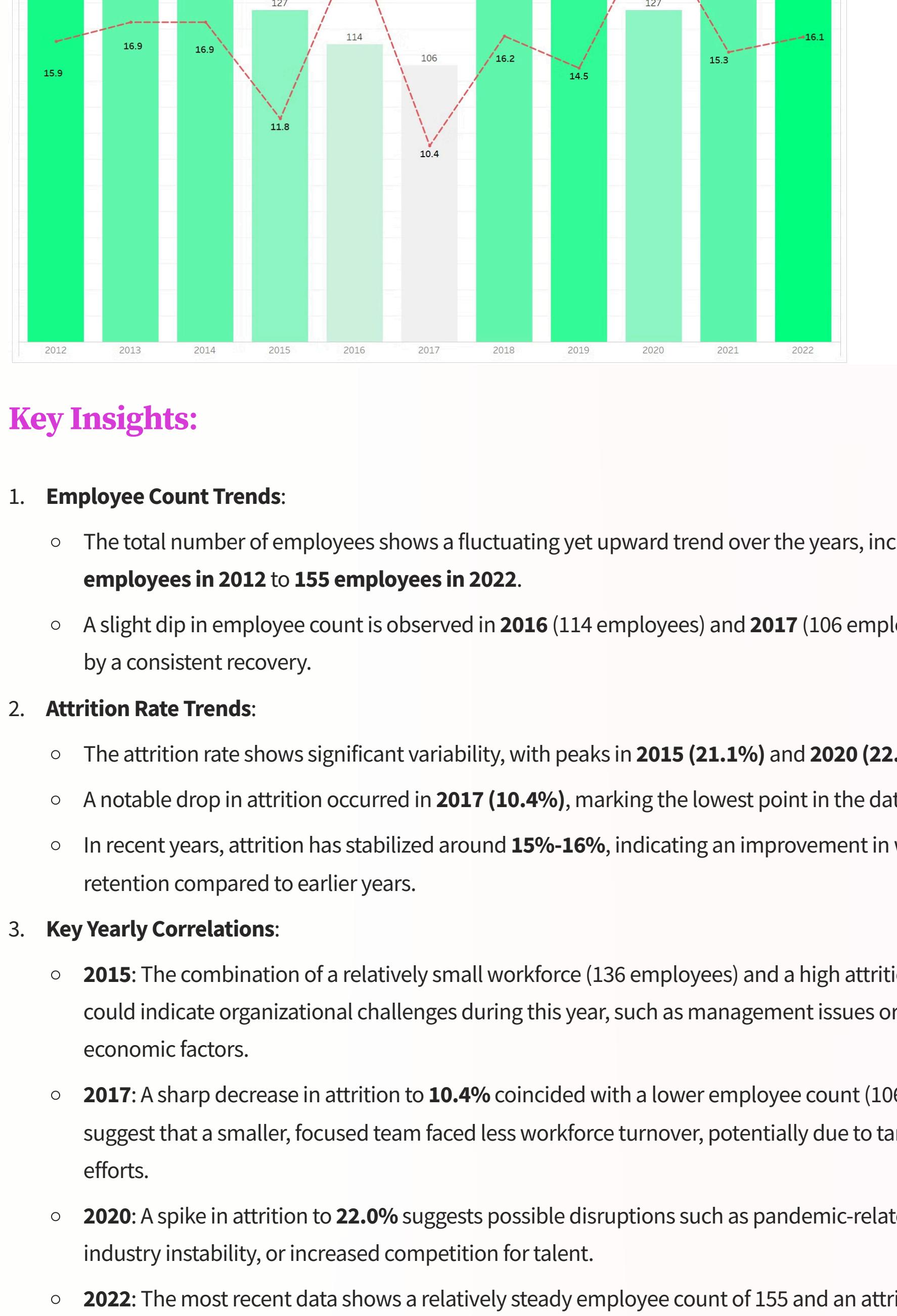
Category	1	2	3	4	5
Neutral	2	24	16	4	27
Very Satisfied	12	11	14		

Dashboard 3 - Analyzing Factors Driving Employee Attrition

This dashboard delves deeper into the factors influencing employee attrition.



Emp Business Travels Record



This section compares the attrition rates based on employee travel habits. The key findings are:

- Female employees with some travel have a higher attrition rate of 14.8% compared to 16.0% for male employees.
- Non-binary employees with some travel have the highest attrition rate at 12.8%.
- Employees who "Prefer Not to Say" their travel habits have a 0% attrition rate.

Frequent Traveller

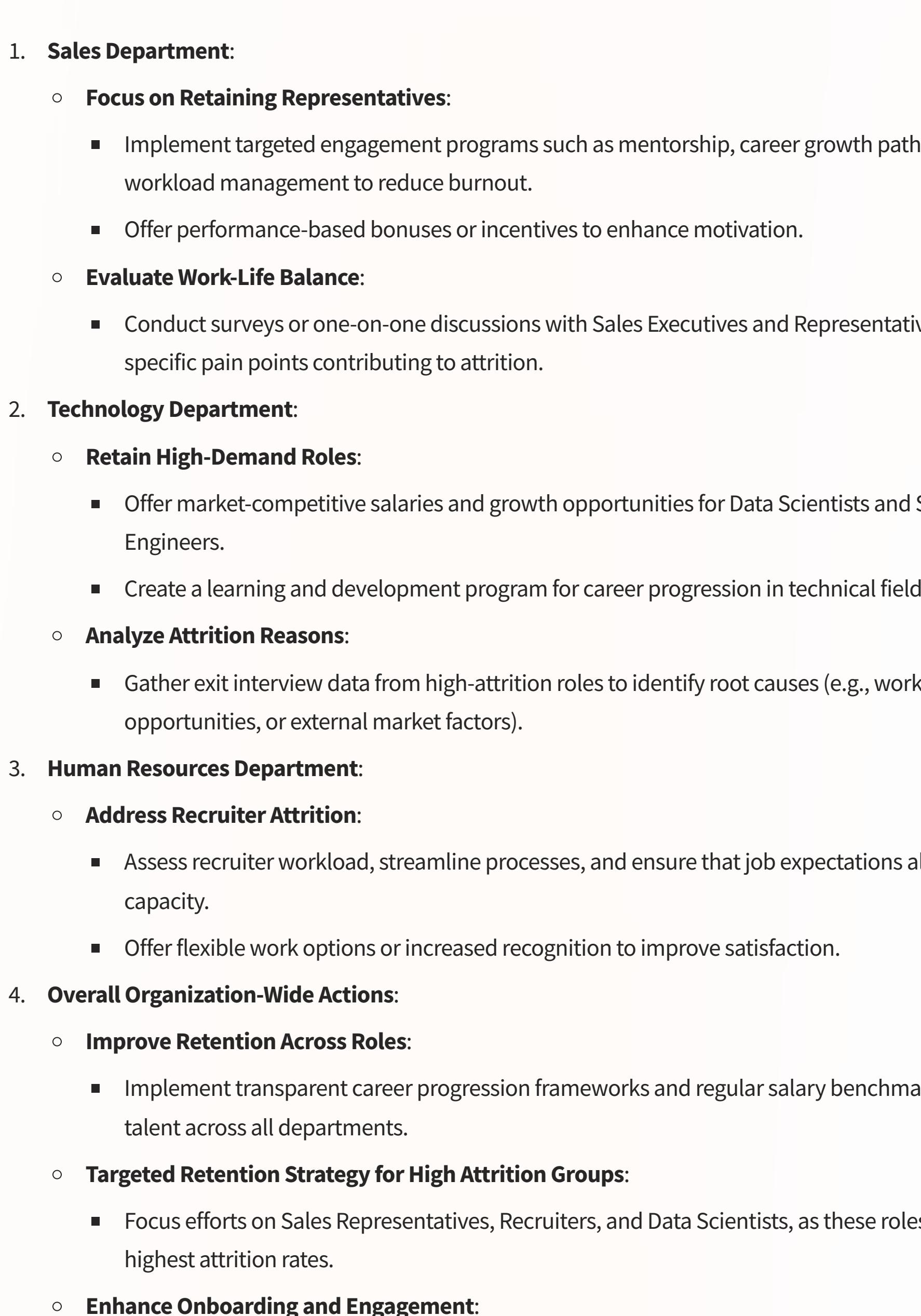
This section looks at attrition rates for frequent travelers. Female frequent travelers have a higher attrition rate of 22.7% compared to 28.2% for male frequent travelers. Non-binary frequent travelers have the highest attrition rate at 23.1%.

No Travel

Employees with no travel have lower attrition rates, with females at 5.6% and males at 9.2%. Non-binary employees with no travel have the highest rate at 16.7%.

Yearly Wise Emp vs Attrition Rate:

This dashboard illustrates the yearly trends in the number of employees and the corresponding attrition rates from 2012 to 2022. It provides valuable insights into how the workforce has evolved over the years and highlights the fluctuation in attrition rates.



Key Insights:

- Employee Count Trends:**
 - The total number of employees shows a fluctuating yet upward trend over the years, increasing from **151 employees in 2012** to **155 employees in 2022**.
 - A slight dip in employee count is observed in **2016** (114 employees) and **2017** (106 employees), followed by a consistent recovery.
- Attrition Rate Trends:**
 - The attrition rate shows significant variability, with peaks in **2015 (21.1%)** and **2020 (22.0%)**.
 - A notable drop in attrition occurred in **2017 (10.4%)**, marking the lowest point in the data.
 - In recent years, attrition has stabilized around **15%-16%**, indicating an improvement in workforce retention compared to earlier years.
- Key Yearly Correlations:**
 - 2015:** The combination of a relatively small workforce (136 employees) and a high attrition rate (21.1%) could indicate organizational challenges during this year, such as management issues or external economic factors.
 - 2017:** A sharp decrease in attrition to **10.4%** coincided with a lower employee count (106). This may suggest that a smaller, focused team faced less workforce turnover, potentially due to targeted retention efforts.
 - 2020:** A spike in attrition to **22.0%** suggests possible disruptions such as pandemic-related challenges, industry instability, or increased competition for talent.
 - 2022:** The most recent data shows a relatively steady employee count of 155 and an attrition rate of **16.1%**, which is aligned with the organization's improved retention strategies.

Actionable Recommendations:

- Address High Attrition Periods:**
 - Analyze specific factors contributing to spikes in attrition during years like **2015** and **2020**. Understanding past challenges can help prepare for similar scenarios in the future.
 - Conduct a review of policies or events during these years that may have impacted employee satisfaction or retention.

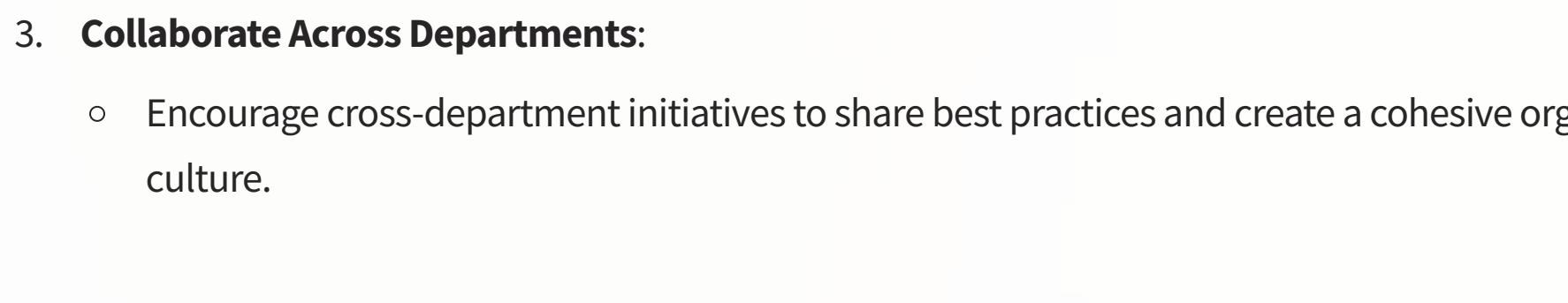
- Leverage Periods of Stability:**
 - Identify the strategies that contributed to the low attrition rate in **2017 (10.4%)** and replicate these efforts. For example, assess if there were changes in leadership, team composition, or benefits offered.

- Sustain Recent Improvements:**
 - Maintain efforts to stabilize attrition at **15%-16%**, as seen in **2021** and **2022**. This could involve consistent monitoring of employee satisfaction, competitive salary benchmarks, and engagement activities.

- Predict and Mitigate Risks:**
 - Implement predictive analytics to forecast potential future spikes in attrition and proactively address underlying causes.
 - Develop a robust retention strategy for the years ahead, focusing on high-risk roles and key departments.

Salary Impact on Employee Attrition by Department and Job Role:

This dashboard focuses on understanding the correlation between job roles, departments, salary levels, and attrition rates. The insights are summarized below:



Key Insights:

- Attrition in Sales Department:**
 - Sales Representative** has the highest attrition rate at **39.8%**, with 83 employees.
 - Sales Executives** show a moderate attrition rate of **17.5%**, despite a relatively high count of employees (326) and a notable average salary of **\$116,575**.
 - Sales Managers** exhibit a much lower attrition rate of **5.4%**, suggesting higher job satisfaction or stability in leadership roles.
- Human Resources Department:**
 - HR roles such as **Recruiters** have an attrition rate of **37.5%**, one of the highest across roles.
 - Other HR roles (e.g., HR Executive, HR Manager) exhibit **0% attrition**, indicating stability in these positions.
- Technology Department:**
 - Data Scientists** show a significant attrition rate of **23.8%**, potentially linked to the high demand for data professionals in the market.
 - Software Engineers** exhibit a moderate attrition rate of **16.0%** across 294 employees.
 - High-ranking or specialized roles such as **Machine Learning Engineers** (6.8%) and **Senior Software Engineers** (6.8%) have relatively low attrition rates, suggesting competitive salaries and growth opportunities.
 - Leadership roles like **Engineering Managers** show minimal attrition, demonstrating strong retention at the managerial level.

- Salary Trends:**
 - While some high-paying roles like **Sales Executives** and **Data Scientists** still face notable attrition, roles with leadership responsibilities (e.g., Managers) across departments tend to retain employees better.

Actionable Recommendations:

- Sales Department:**
 - Focus on Retaining Representatives:**
 - Implement targeted engagement programs such as mentorship, career growth pathways, and better workload management to reduce burnout.
 - Offer performance-based bonuses or incentives to enhance motivation.
 - Evaluate Work-Life Balance:**
 - Conduct surveys or one-on-one discussions with Sales Executives and Representatives to identify specific pain points contributing to attrition.

- Technology Department:**
 - Retain High-Demand Roles:**
 - Offer market-competitive salaries and growth opportunities for Data Scientists and Software Engineers.
 - Create a learning and development program for career progression in technical fields.
 - Analyze Attrition Reasons:**
 - Gather exit interview data from high-attrition roles to identify root causes (e.g., work environment, opportunities, or external market factors).

- Human Resources Department:**
 - Address Recruiter Attrition:**
 - Assess recruiter workload, streamline processes, and ensure that job expectations align with team capacity.
 - Offer flexible work options or increased recognition to improve satisfaction.

- Overall Organization-Wide Actions:**
 - Improve Retention Across Roles:**
 - Implement transparent career progression frameworks and regular salary benchmarking to retain talent across all departments.
 - Targeted Retention Strategy for High Attrition Groups:**
 - Focus efforts on Sales Representatives, Recruiters, and Data Scientists, as these roles exhibit the highest attrition rates.
 - Enhance Onboarding and Engagement:**
 - Use employee feedback loops to refine onboarding experiences and strengthen team-building efforts.

- Retention Strengths:**
 - The high retention in **Technology** highlights that while attrition exists, a majority of employees remain with the organization. This suggests a baseline of satisfaction or stability.

Actionable Recommendations:

- Sales Department:**
 - Focus on High Attrition Departments:**
 - Conduct targeted surveys or exit interviews in the **Technology** and **Sales** departments to understand specific pain points.
 - Consider implementing mentorship, stress management workshops, or more flexible work policies to address employee concerns in these departments.

- Technology Department:**
 - Build Retention in Sales:**
 - Focus on hiring for long-term fit and ensure smooth onboarding processes to set employees up for success.

- Protect Small Teams:**
 - Enhance Job Satisfaction:**
 - Create an environment of growth and recognition to foster loyalty among employees, particularly in teams with high attrition.

- Improve Retention Tracking:**
 - Regularly update and monitor departmental attrition metrics to identify trends early. This could include creating predictive models for attrition based on factors like tenure, job satisfaction, and external job market conditions.

General Recommendations :

- Strengthen Employee Support Programs:**
 - Offer training and development opportunities to employees in high-stress departments like **Technology** and **Sales**.

- Enhance Job Satisfaction:**
 - Create an environment of growth and recognition to foster loyalty among employees, particularly in teams with high attrition.

- Collaborate Across Departments:**
 - Encourage cross-department initiatives to share best practices and create a cohesive organizational culture.

Department-Wise Attrition Rates:

This dashboard showcases the distribution of employee attrition across different departments, segmented into employees who left ("Yes") and those who stayed ("No"). The departments represented include **Human Resources**, **Sales**, and **Technology**, with a clear breakdown of attrition trends across these divisions.

Key Insights:

- Departmental Attrition Counts:**
 - Technology Department:**
 - Highest employee retention with **828 employees staying**.
 - Attrition is also the highest numerically, with **133 employees leaving**.
 - Sales Department:**
 - Moderate retention, with **354 employees staying**.
 - Attrition count stands at **92**, which is relatively high compared to department size.
 - Human Resources (HR):**
 - Lowest overall participation in the workforce, with **51 employees staying** and **only a small number (likely fewer than 10)** leaving.

- Attrition Rate Comparisons:**
 - The **Technology Department** exhibits both the highest employee count and the highest attrition count, suggesting that this department may face unique challenges such as workload pressure, competitive external opportunities, or insufficient support structures.
 - The **Sales Department** also has a notable attrition rate, indicating the need for targeted retention strategies to address employee dissatisfaction or external market factors.
 - The **Human Resources Department** has the lowest attrition rate numerically, but as a small department, any loss of employees might have a higher impact on their operations.

- Retention Strengths:**
 - The high retention in **Technology** highlights that while attrition exists, a majority of employees remain with the organization. This suggests a baseline of satisfaction or stability.

Actionable Recommendations:

- Focus on High Attrition Departments:**
 - Conduct targeted surveys or exit interviews in the **Technology** and **Sales** departments to understand specific pain points.
 - Consider implementing mentorship, stress management workshops, or more flexible work policies to address employee concerns in these departments.

- Build Retention in Sales:**
 - Focus on hiring for long-term fit and ensure smooth onboarding processes to set employees up for success.

- Protect Small Teams:**
 - Enhance Job Satisfaction:**
 - Create an environment of growth and recognition to foster loyalty among employees, particularly in teams with high attrition.

- Improve Retention Tracking:**
 - Regularly update and monitor departmental attrition metrics to identify trends early. This could include creating predictive models for attrition based on factors like tenure, job satisfaction, and external job market conditions.

General Recommendations :

- Strengthen Employee Support Programs:**
 - Offer training and development opportunities to employees in high-stress departments like **Technology** and **Sales**.

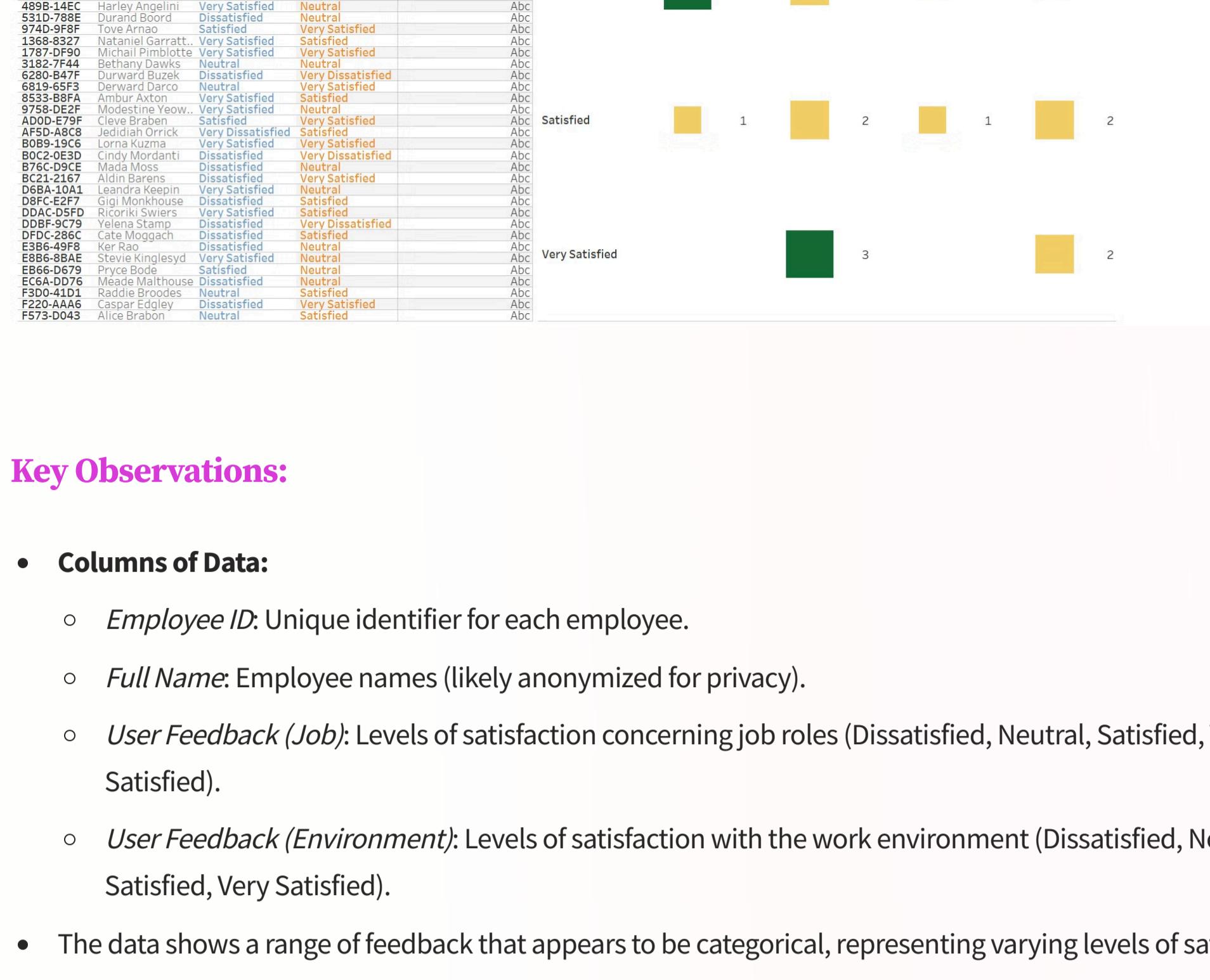
- Enhance Job Satisfaction:**
 - Create an environment of growth and recognition to foster loyalty among employees, particularly in teams with high attrition.

- Collaborate Across Departments:**
 - Encourage cross-department initiatives to share best practices and create a cohesive organizational culture.

Made with Gamma

Understanding the Relationship Between Job and Environment Satisfaction

This title emphasizes the goal of analyzing employee satisfaction concerning their job roles and work environment. It sets the stage for exploring the key aspects influencing satisfaction levels.



Key Observations:

- Columns of Data:**
 - Employee ID:* Unique identifier for each employee.
 - Full Name:* Employee names (likely anonymized for privacy).
 - User Feedback (Job):* Levels of satisfaction concerning job roles (Dissatisfied, Neutral, Satisfied, Very Satisfied).
 - User Feedback (Environment):* Levels of satisfaction with the work environment (Dissatisfied, Neutral, Satisfied, Very Satisfied).
- The data shows a range of feedback that appears to be categorical, representing varying levels of satisfaction.

Insights:

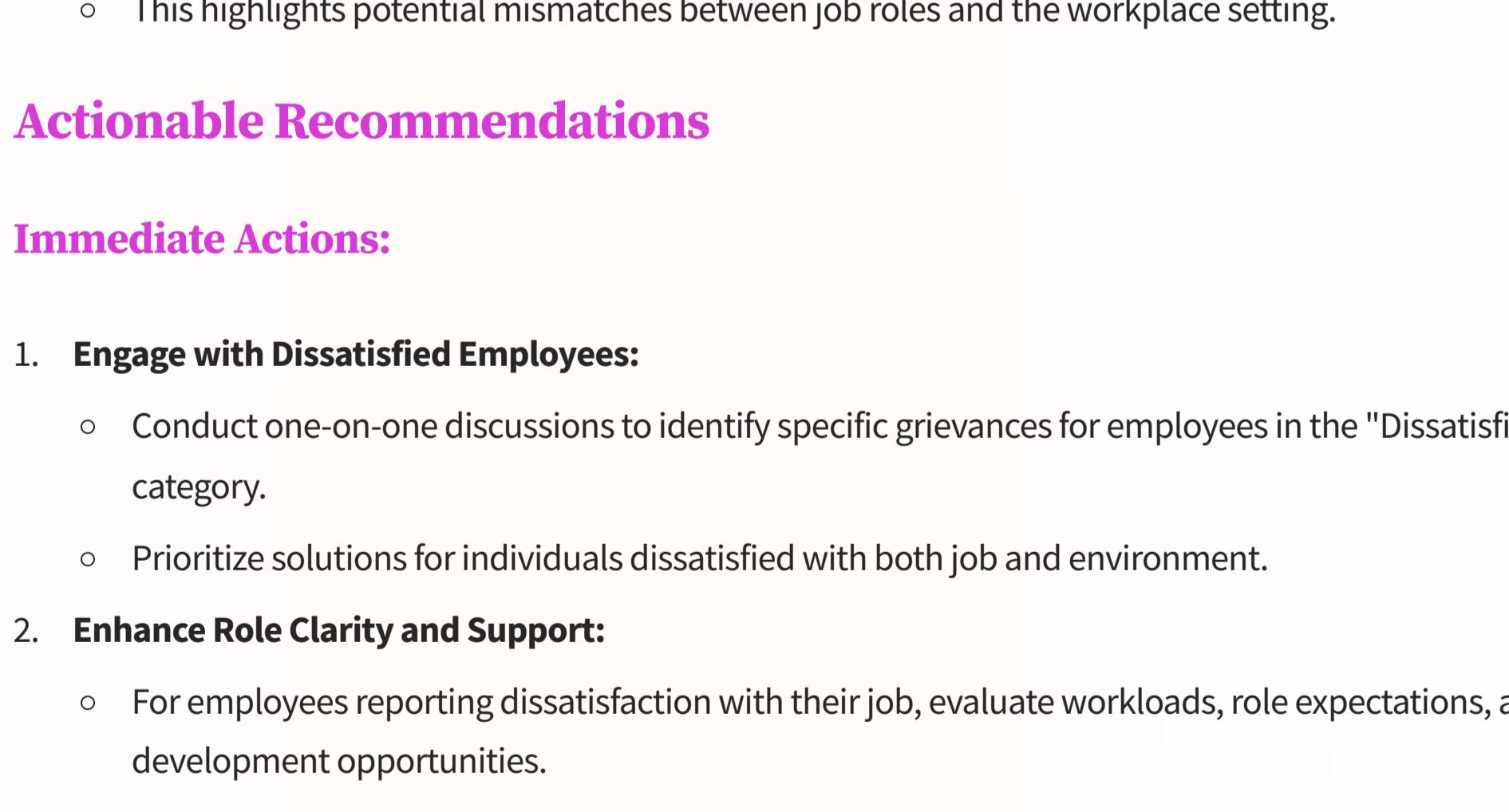
- A high proportion of employees are "Very Satisfied" with their environment, as indicated by the distribution.
- Some employees who are dissatisfied with their job roles are still satisfied with their environment, and vice versa.

Recommendations:

- Conduct individual interviews with employees who express dissatisfaction in either category to identify pain points.
- Implement specific improvements targeting job design for those dissatisfied with their roles and environmental conditions for those dissatisfied with the environment.

New Hire Feedback Trends:

This dashboard provides insights into how new hires perceive their job satisfaction relative to their environment satisfaction. Below is a simplified breakdown of the findings:



Key Findings from the Dashboard

- Strong Positive Sentiment:**
 - The largest cluster is in the "Very Satisfied" category for both job and environment satisfaction, with **5 employees**. This indicates that the company is doing an excellent job in creating a positive work environment for these individuals.
- Dissatisfaction Issues:**
 - 3 employees** are "Dissatisfied" with their jobs but "Neutral" about the environment. This suggests dissatisfaction might stem from job roles or responsibilities rather than workplace conditions.
 - A small number of employees (1 or 2) report dissatisfaction with both their job and environment. This group is at a higher risk of attrition.
- Neutral Satisfaction:**
 - 3 employees** provided "Neutral" feedback for both job and environment satisfaction, indicating that they are neither highly satisfied nor highly dissatisfied. These employees might require more engagement or motivation to improve satisfaction.
- Mixed Feedback:**
 - Several employees gave contrasting feedback, such as:
 - Satisfied with the job but dissatisfied with the environment.**
 - Dissatisfied with the job but satisfied with the environment.**
 - This highlights potential mismatches between job roles and the workplace setting.

Actionable Recommendations

Immediate Actions:

- Engage with Dissatisfied Employees:**
 - Conduct one-on-one discussions to identify specific grievances for employees in the "Dissatisfied" category.
 - Prioritize solutions for individuals dissatisfied with both job and environment.

- Enhance Role Clarity and Support:**
 - For employees reporting dissatisfaction with their job, evaluate workloads, role expectations, and career development opportunities.
 - Ensure proper training for new hires to meet job requirements effectively.

Medium-Term Actions:

- Improve Workplace Environment:**
 - Address factors such as workplace resources, tools, and overall employee support to enhance environment satisfaction.

- Develop Tailored Initiatives:**
 - Implement recognition programs and skill-building workshops targeted at employees in the "Neutral" category to shift their satisfaction towards positive.

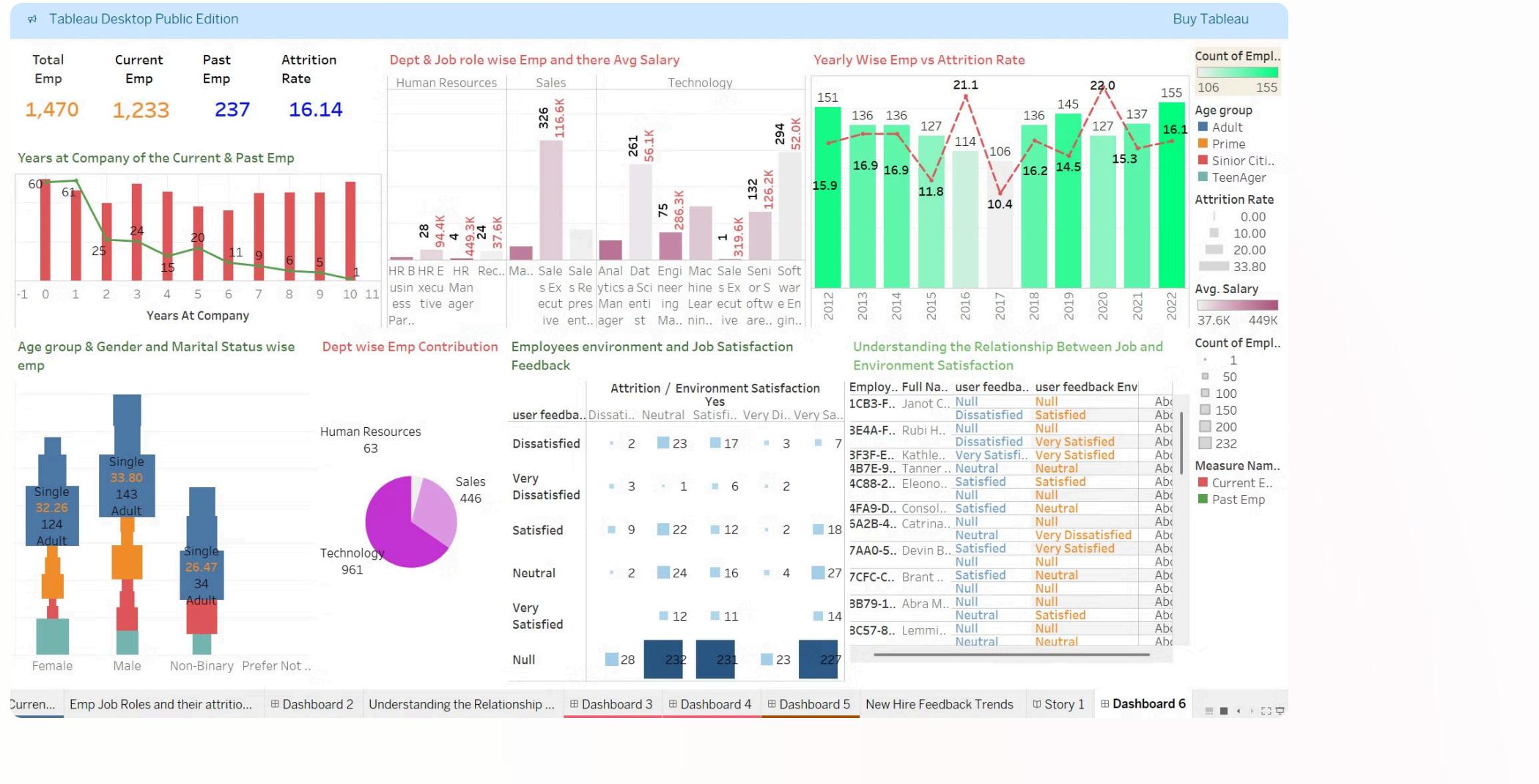
Long-Term Strategy:

- Monitor Feedback Trends:**
 - Set up regular feedback cycles to proactively address dissatisfaction before it escalates.
- Align Job Roles with Employee Aspirations:**
 - Consider offering mentorship or cross-training programs to help employees find roles that better align with their interests and skills.

Conclusion

The dashboard highlights clear areas of strength in maintaining satisfaction for some employees, while also uncovering specific opportunities for improvement. By addressing dissatisfaction and supporting "Neutral" employees, the company can further enhance employee engagement and operational efficiency in the call center.

Would you like me to assist in creating visual slides or detailed strategies for this report?



Recommendations and Next Steps

Based on the insights gained from the HR analytics dashboards, here are some recommendations and next steps to enhance the company's call center operations:

Address Attrition Drivers

- Investigate the high attrition rates in the Human Resources department and for higher-paid roles like HR Business Partner and HR Executive. Conduct stay interviews to understand the root causes and implement retention strategies.
- Analyze the factors contributing to the higher attrition rates for female and non-binary employees, especially those with frequent business travel. Implement policies and programs to improve work-life balance and enhance their work experience.
- Consider offering more competitive salaries and benefits for Technology roles to retain talent in this critical department.

Enhance Employee Engagement and Satisfaction

- Dive deeper into the 23% of employees who are Dissatisfied and the 17% who are Very Dissatisfied with their work environment and job. Conduct surveys and focus groups to understand their pain points and implement targeted initiatives to improve job satisfaction.
- Implement regular employee feedback mechanisms, such as pulse surveys and anonymous suggestion boxes, to continuously monitor and address employee concerns.
- Explore opportunities to enhance the work culture, such as team-building activities, recognition programs, and professional development opportunities.

Optimize Workforce Planning

- Utilize the demographic insights to inform workforce planning and recruitment strategies. Ensure the company's talent pipeline is diverse and inclusive.
- Analyze the trends in current vs. past employee counts to anticipate future hiring needs and proactively plan for growth or downsizing.
- Develop succession plans and career development paths to retain top talent and groom internal candidates for key roles.

Leverage Data-Driven Insights

- Continue to refine and expand the HR analytics dashboard to track additional KPIs and identify emerging trends.
- Integrate the HR data with other business metrics, such as customer satisfaction and financial performance, to uncover interdependencies and make more informed strategic decisions.
- Empower the HR team to become data-driven decision-makers, equipping them with the tools and skills to analyze workforce data and implement data-backed initiatives.

By addressing the key insights and implementing these recommendations, the company can enhance its call center operations, improve employee retention and satisfaction, and drive overall organizational success.