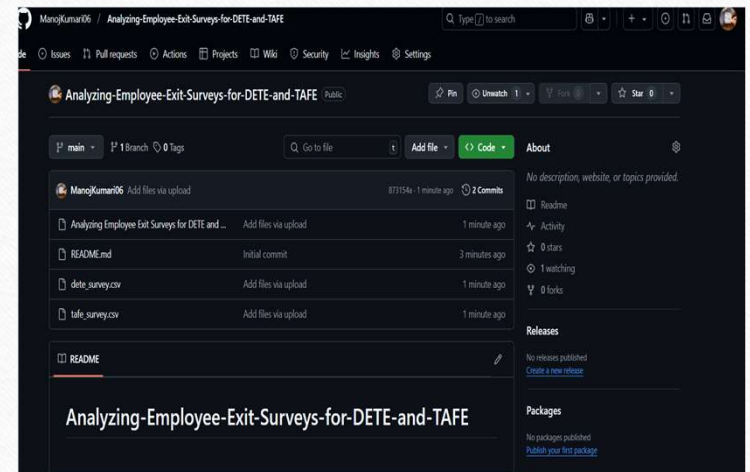


Analyzing Employee Exit Surveys for DETE and TAFE

This presentation will explore the insights from employee exit surveys for DETE and TAFE, identifying key trends, areas for improvement, and potential solutions for enhancing employee retention. The presentation aims to provide a comprehensive analysis, highlighting areas of concern and recommending strategies for creating a more positive and fulfilling work environment.



MK

by Manoj Kumari

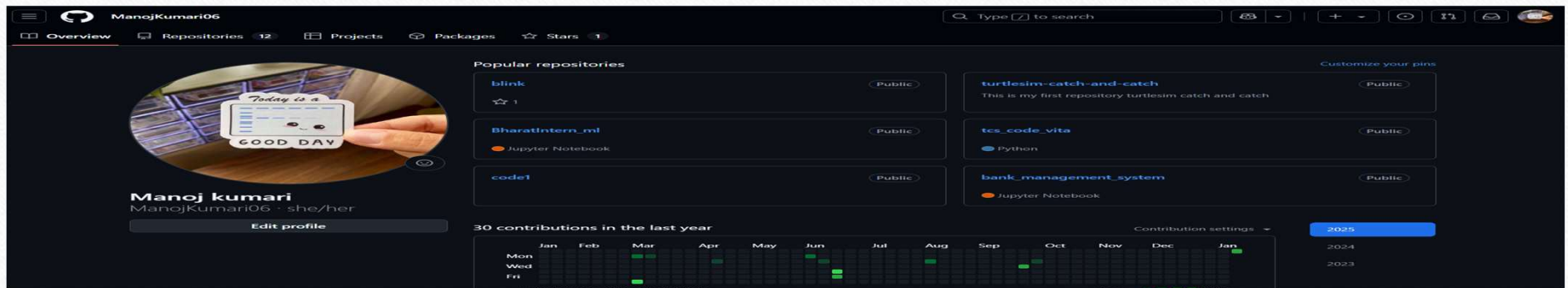
Understanding the Importance of Exit Surveys

Valuable Feedback

Exit surveys provide invaluable insights into employee perspectives, identifying reasons for leaving and areas for improvement. This data is essential for making informed decisions about organizational development and enhancing retention.

Informed Decision Making

Analyzing exit surveys helps organizations understand the factors that drive employee satisfaction and retention. This data can inform strategies for improving work-life balance, addressing compensation concerns, and fostering a positive work environment.



Methodology: Collecting and Analyzing the Data

1 Survey Collection

Exit surveys were collected from departing employees of DETE and TAFE, ensuring anonymity and confidentiality to encourage honest feedback. The surveys captured detailed information about reasons for leaving, career aspirations, and overall job satisfaction.

2 Data Analysis

The data was analyzed using statistical methods to identify trends, key drivers of dissatisfaction, and areas of strength. This involved identifying common themes, quantifying responses, and comparing results across different departments and demographics.

3 Qualitative Insights

Qualitative analysis was also conducted, focusing on open-ended responses to gain a deeper understanding of employee experiences and perceptions. This provided valuable context for the quantitative data and helped to uncover nuanced insights.

In this project, we'll clean and analyze exit surveys from employees of the **Department of Education, Training and Employment (DETE)** and the **Technical and Further Education (TAFE)** body of the Queensland government in Australia.

Preprocessing Steps:

- ❖ Dropped irrelevant columns.
- ❖ Standardized column names.
- ❖ Merged datasets for analysis.

1. Data Cleaning Process

```
import pandas as pd
import numpy as np

# Load datasets
dete_survey = pd.read_csv('dete_survey.csv', na_values='Not Stated')
tafe_survey = pd.read_csv('tafe_survey.csv', encoding='cp1252')

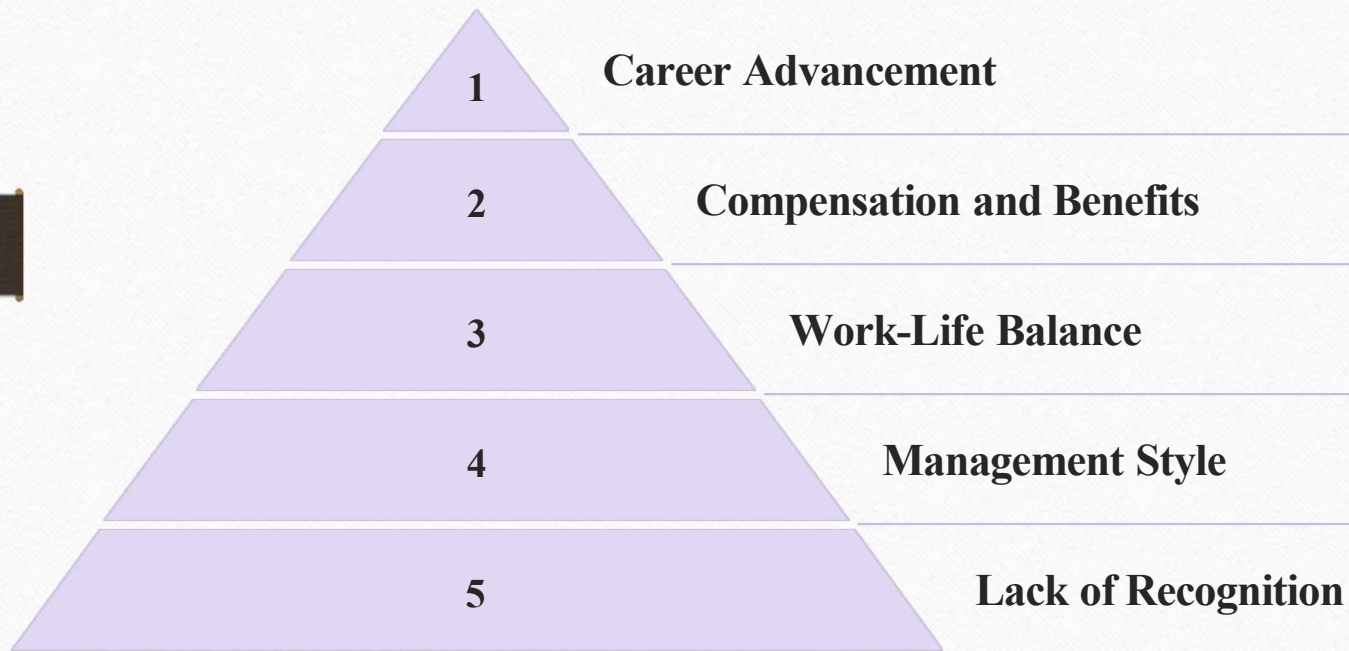
# Drop irrelevant columns
dete_survey_updated = dete_survey.drop(dete_survey.columns[28:49], axis=1)
tafe_survey_updated = tafe_survey.drop(tafe_survey.columns[17:66], axis=1)

# Standardize column names
dete_survey_updated.columns = dete_survey_updated.columns.str.lower().str.strip().str.replace(' ', '_')
```

2. Rename TAFE columns

```
mapping = {
    'Record ID': 'id',
    'CESSATION YEAR': 'cease_date',
    'Reason for ceasing employment': 'separationtype',
    'Gender. What is your Gender?': 'gender',
    'CurrentAge. Current Age': 'age',
    'Employment Type. Employment Type': 'employment_status',
    'Classification. Classification': 'position',
    'LengthofServiceOverall. Overall Length of Service at Institute (in years)': 'institute_service',
    'LengthofServiceCurrent. Length of Service at current workplace (in years)': 'role_service'
}
tafe_survey_updated = tafe_survey_updated.rename(mapping, axis=1)
```


Identifying Trends in Reasons for Leaving



Exploring Dissatisfaction Factors: Compensation, Work-Life Balance, and Management



Compensation

Employee feedback revealed concerns about competitive salaries and benefits packages. Addressing these concerns is crucial for attracting and retaining top talent, particularly in a competitive job market.



Management Style

Employees expressed a desire for more supportive and transparent management styles. This includes fostering open communication, providing clear expectations, and empowering employees to contribute their best.



Work-Life Balance

Many employees reported feeling overwhelmed by work demands and struggling to maintain a healthy work-life balance. Flexible work arrangements and support for employee well-being are critical for addressing this issue.

3. Extracting Resignation Data

```
# Focus on resignation separation types
dete_survey_updated['separationtype'] = dete_survey_updated['separationtype'].str.split('-').str[0]
dete_resignations = dete_survey_updated[dete_survey_updated['separationtype'] == 'Resignation'].copy()
tafe_resignations = tafe_survey_updated[tafe_survey_updated['separationtype'] == 'Resignation'].copy()
```

4. Handling Dates and Years of Service

```
# Clean DETE cease_date column
dete_resignations['cease_date'] = dete_resignations['cease_date'].str.split('/').str[-1]
dete_resignations['cease_date'] = dete_resignations['cease_date'].astype('float')

# Calculate years of service
dete_resignations['institute_service'] = dete_resignations['cease_date'] - dete_resignations['dete_start_date']
```

5. Identifying Dissatisfaction

```
# Update dissatisfaction values for TAFE
def update_vals(x):
    if x == '-':
        return False
    elif pd.isnull(x):
        return np.nan
    else:
        return True

tafe_resignations['dissatisfied'] = tafe_resignations[
    ['Contributing Factors. Dissatisfaction', 'Contributing Factors. Job Dissatisfaction']
].map(update_vals).any(axis=1)

# Update dissatisfaction values for DETE
dete_resignations['dissatisfied'] = dete_resignations[
    ['job_dissatisfaction', 'dissatisfaction_with_the_department', 'physical_work_environment',
     'lack_of_recognition', 'lack_of_job_security', 'work_location', 'employment_conditions',
     'work_life_balance', 'workload']
].any(axis=1, skipna=False)
```

Next Steps: Implementing Changes and Tracking Progress

1

Action Plan

Develop a detailed action plan outlining the specific steps required to implement the recommendations. This includes timelines, responsibilities, and measurable outcomes.

2

Communication and Transparency

Communicate the recommendations and action plan to employees, ensuring transparency and open dialogue. This fosters trust and encourages buy-in from the workforce.

3

Data Tracking and Evaluation

Establish a system for tracking key metrics related to employee retention, such as turnover rates, employee satisfaction scores, and engagement levels. This enables ongoing monitoring and evaluation of progress.

4

Continuous Improvement

Embrace a culture of continuous improvement, regularly reviewing and refining strategies based on data insights and employee feedback. This ensures that retention efforts remain effective and responsive to changing needs.

6. Combining and Categorizing Data

```
# Add institute column
dete_resignations['institute'] = 'DETE'
tafe_resignations['institute'] = 'TAFE'

# Combine dataframes
combined = pd.concat([dete_resignations, tafe_resignations], ignore_index=True)

# Drop columns with less than 500 non-null values
combined_updated = combined.dropna(thresh=500, axis=1).copy()

# Extract and categorize years of service
combined_updated['institute_service_up'] = combined_updated['institute_service'].astype('str').str.extract(r'(\d+)')
combined_updated['institute_service_up'] = combined_updated['institute_service_up'].astype('float')
```

```
def transform_service(val):
    if val >= 11:
        return "Veteran"
    elif 7 <= val < 11:
        return "Established"
    elif 3 <= val < 7:
        return "Experienced"
    elif pd.isnull(val):
        return np.nan
    else:
        return "New"

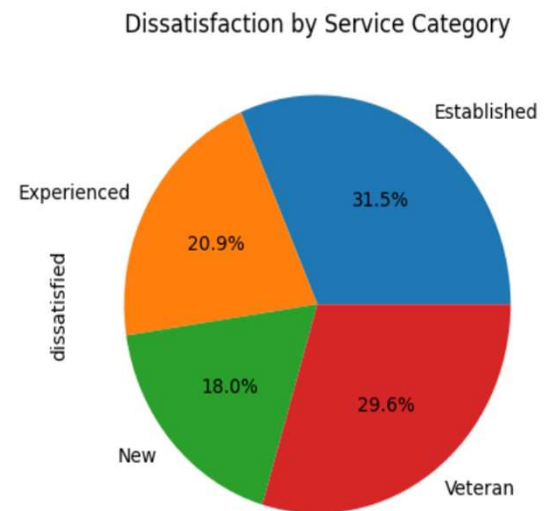
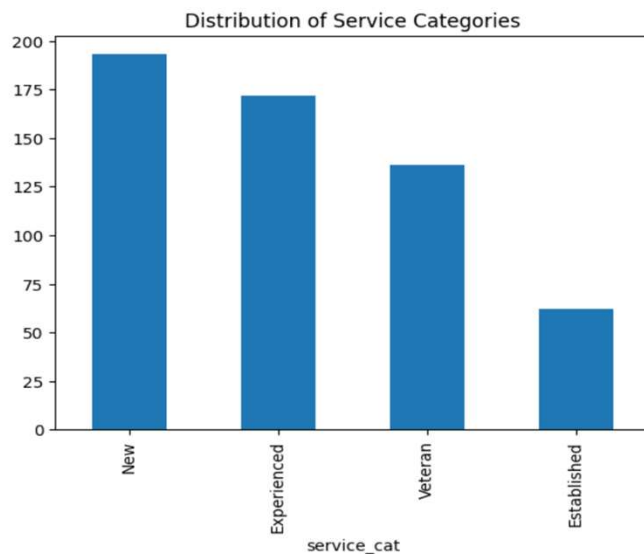
combined_updated['service_cat'] = combined_updated['institute_service_up'].apply(transform_service)
```

7. Visualizations and Insights

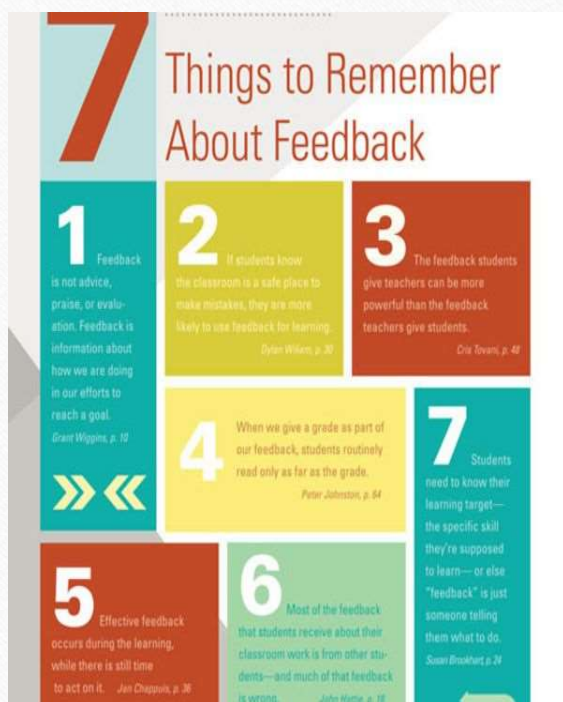
```
import matplotlib.pyplot as plt

# Bar chart of service categories
combined_updated['service_cat'].value_counts().plot(kind='bar', title='Distribution of Service Categories')
plt.show()

# Pie chart of dissatisfaction rates
combined_updated.groupby('service_cat')['dissatisfied'].mean().plot(kind='pie', title='Dissatisfaction by Service Category', autopct='%1.1f%%')
plt.show()
```



Highlighting Positive Feedback: What's Working Well



Collaborative Culture

Employees consistently praised the collaborative and supportive work environment. This positive culture fostered a sense of belonging and encouraged teamwork, contributing to overall job satisfaction.

Professional Development

The opportunities for professional development were highly valued by employees. Access to training programs, workshops, and mentorship opportunities provided valuable skills and career advancement opportunities.

Meaningful Work

Employees expressed a sense of purpose and fulfillment in their work. Feeling that their contributions made a difference to the organization and the community was a key driver of satisfaction.

Recommendations for Improving Employee Retention

Compensation Review

1

Conduct a comprehensive review of compensation and benefits packages to ensure competitiveness and attract top talent. This involves researching industry benchmarks and considering employee needs and expectations.

2

Work-Life Balance Initiatives

Implement initiatives that promote a healthy work-life balance, such as flexible work arrangements, generous time off policies, and employee assistance programs. This demonstrates a commitment to employee well-being.

Leadership Development

3

Invest in leadership development programs to equip managers with the skills necessary to foster a positive and supportive work environment. This includes training on effective communication, conflict resolution, and employee motivation.

4

Recognition and Rewards

Implement a robust recognition and reward system to acknowledge and celebrate employee achievements. This can include both formal and informal recognition programs, creating a culture of appreciation.

Employee Engagement Strategies

5

Develop and implement employee engagement strategies to foster a sense of connection, purpose, and ownership. This includes regular communication, feedback channels, and opportunities for employee input.

Conclusion and Recommendations

Key Findings:

- Higher dissatisfaction among short-term employees.
- Job security, work-life balance, and workload are major factors.

Recommendations:

- Improve onboarding and job security.
- Focus on retention strategies for short-term employees.
- Address common dissatisfaction causes.

Code- <https://github.com/ManojKumari06/Analyzing-Employee-Exit-Surveys-for-DETE-and-TAFE>

Thank you

Do you have any question or suggestions.

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