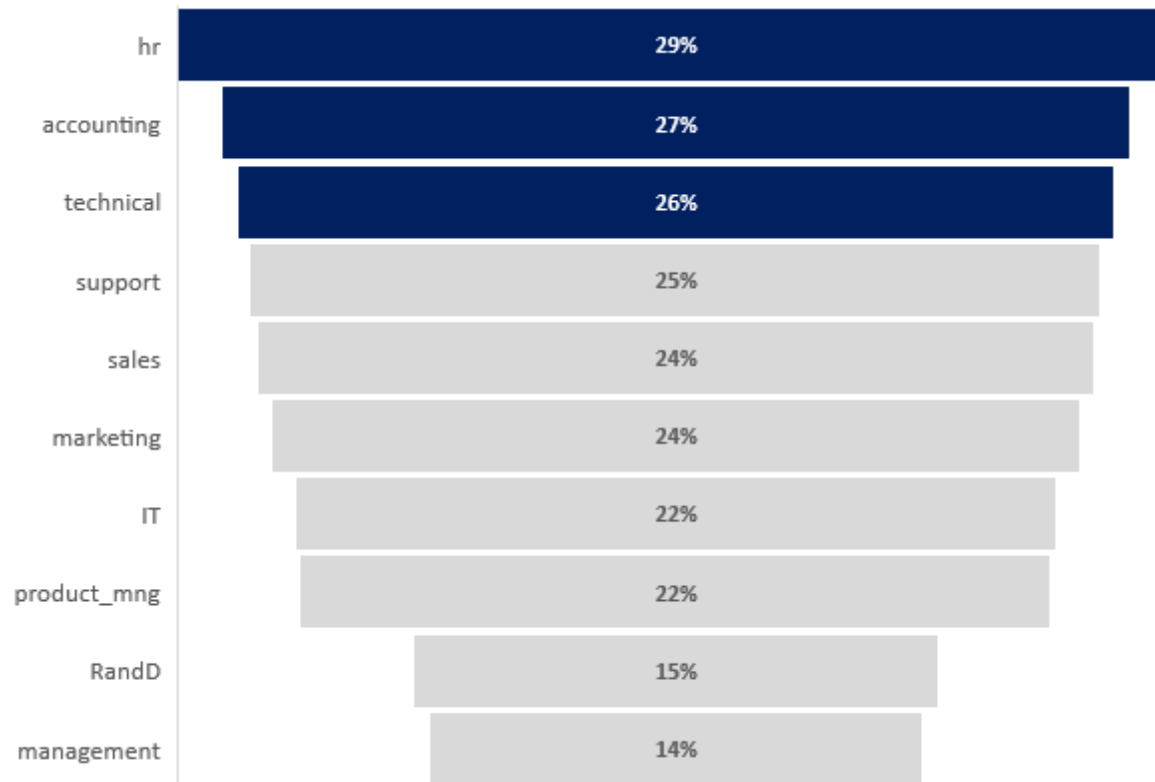


# Where do we have the most Churn?

**24%**

Company Turnover



## DEPARTMENT TURNOVER

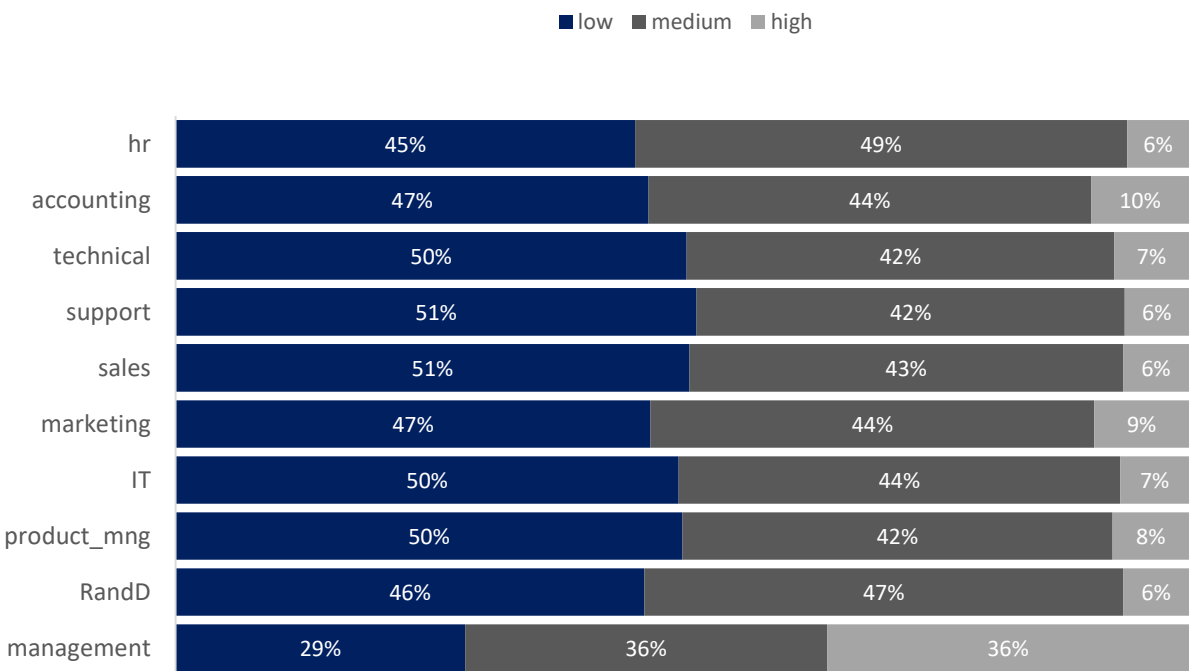
These departments have the most churn. However, we need to ask what these departments represent in the company and what is driving this churn?

# Does Salary Affect Employee retention?

## High Churn & Low Salary

The departments with the most churn also have the most employees in the low salary range

Salary Breakdown

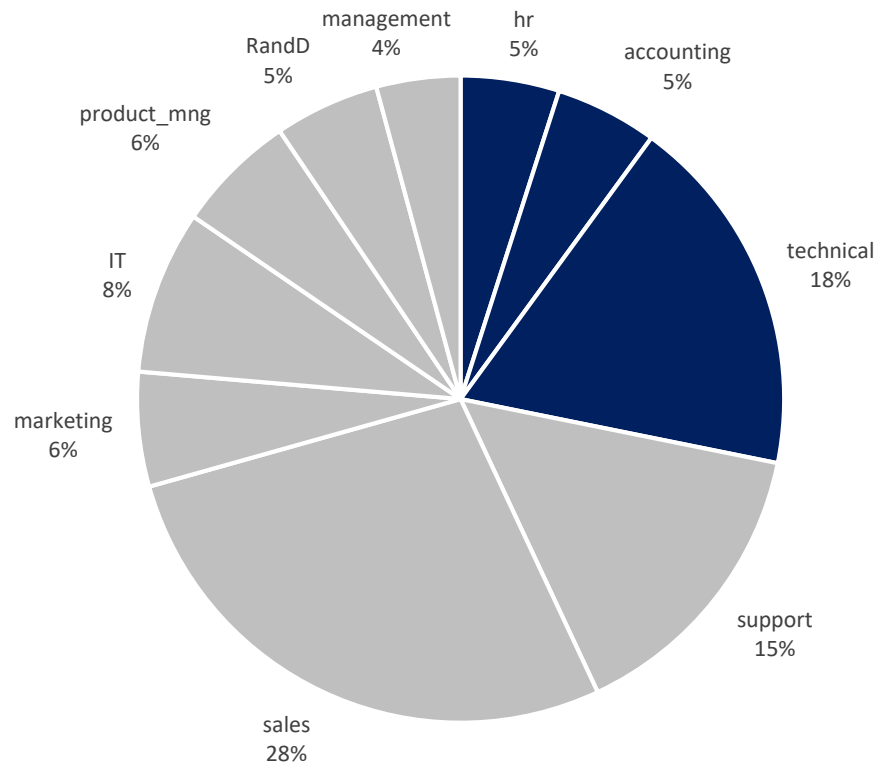


## Salary

Although salaries are lower for the top 3 departments with the lowest retention. Not all the categories have the lowest salaries. However, low, medium and high salaries do show greater retention

# Does Salary Affect Employee Retention?

Where are most employees concentrated?



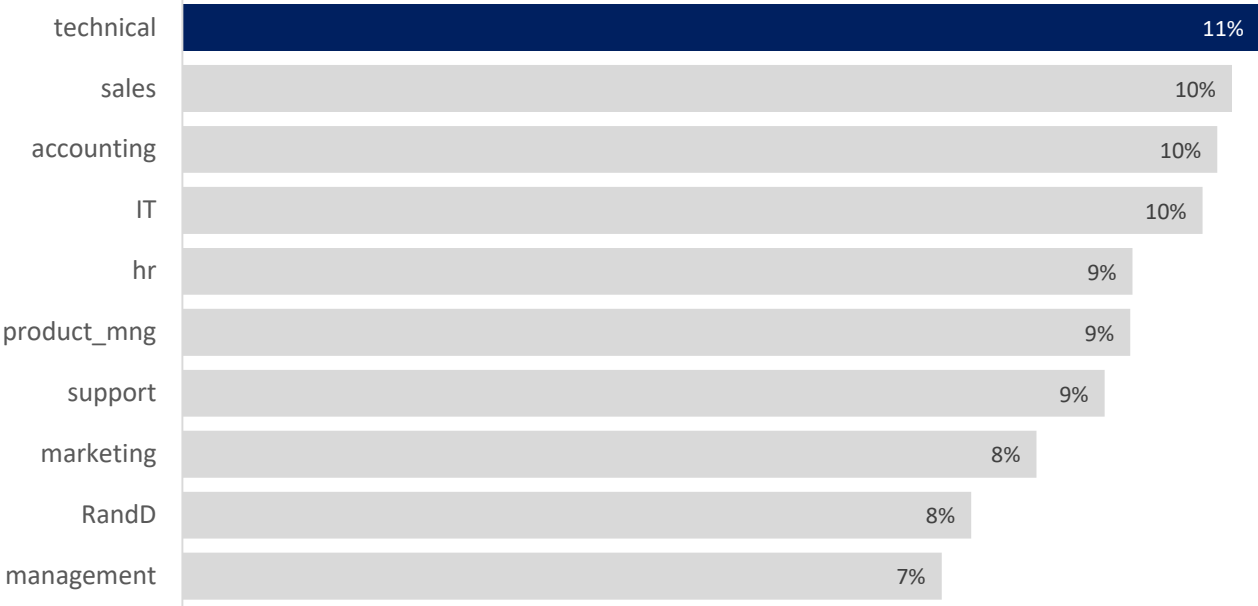
## Top 3 Departments by Churn and Employees

Although the technical department has the highest number of employees and faces challenges in recruitment due to specialized skill requirements, departments like HR and accounting, with less workforce, show high churn rates but do not necessarily have a large employee volume.

# Is Working Long Hours Affected Churn?

## Who is working the longest hours?

Percent of Employees Working More Than



## Top 3 Departments by Churn and Long Hours

When evaluating the long hours outliers which would be at the 90<sup>th</sup> percentile. It's easy to determine that the technical department has the highest amount of employees in this segment.

# Evaluating the Impact of Project Volume and Employee Dissatisfaction on Churn Rates

Department-wise Project Volume,  
Dissatisfaction, and Churn Rates

| Row Labels  | Avg dissatisfaction | Total projects | Churn |
|-------------|---------------------|----------------|-------|
| hr          | 9.6%                | 2701           | 29%   |
| accounting  | 11.3%               | 2934           | 27%   |
| technical   | 11.0%               | 10548          | 26%   |
| support     | 9.1%                | 8479           | 25%   |
| sales       | 9.9%                | 15634          | 24%   |
| marketing   | 8.7%                | 3164           | 24%   |
| IT          | 10.4%               | 4683           | 22%   |
| product_mng | 9.0%                | 3434           | 22%   |
| RandD       | 9.5%                | 3033           | 15%   |
| management  | 7.9%                | 2432           | 14%   |
| Grand Total | 9.9%                | 57042          | 24%   |

## Dissatisfaction and Project Volume

The technical department, with the highest project volume and elevated dissatisfaction, shows a possible link between project load and churn.

# Summary & Recommendations

## Summary:

The **overall churn of the companies sits at 24%**. This indicates that there may be an issue since the **industry average is between 12 and 15%**.

Identified 3 candidates for a pilot program who have the highest churn. Out three segments, the **technical has the greatest number of employees at 18% at churn of 26% while HR(29% churn) and accounting(26% churn) make up 5% of employees each, respectively.**

Salary and work hours may factor into the department churn with these segments having the majority of employees in the low and mid salary ranges. **Technical employees have 11% of employee working more than 267 hours a month or more per month.**

**Additionally, technical employees have a dissatisfaction rate of 11% with lower dissatisfaction levels (<0.21), alongside higher project volumes. This department would be the ideal candidate for the pilot program.**