



# HUMAN RESOURCES **REPORT** 2024

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# REPORT OVERVIEW

2008 - 2019

- **Company Overview**

Total of 2,586 employees, including 1,023 who have left the company.

Average tenure: 1.54 years.

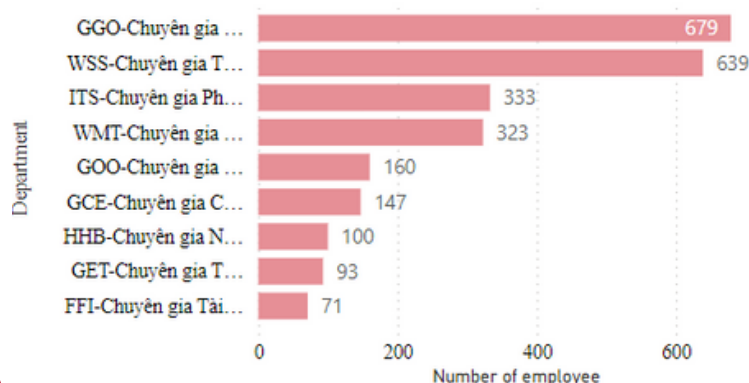
There are 11 departments, with the department having the most employees being GCO (633 people), and the least being IBB (3 people).

- **Management Structure**

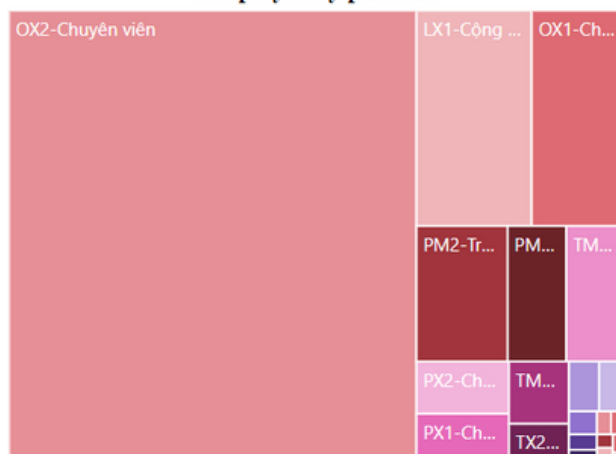
136 managers, including:

- CM1, CM2: total of 5 people
- GM1, GM2: 4 people
- SM1, SM2: 18 people
- TM1, TM2: 109 people

Employee by department

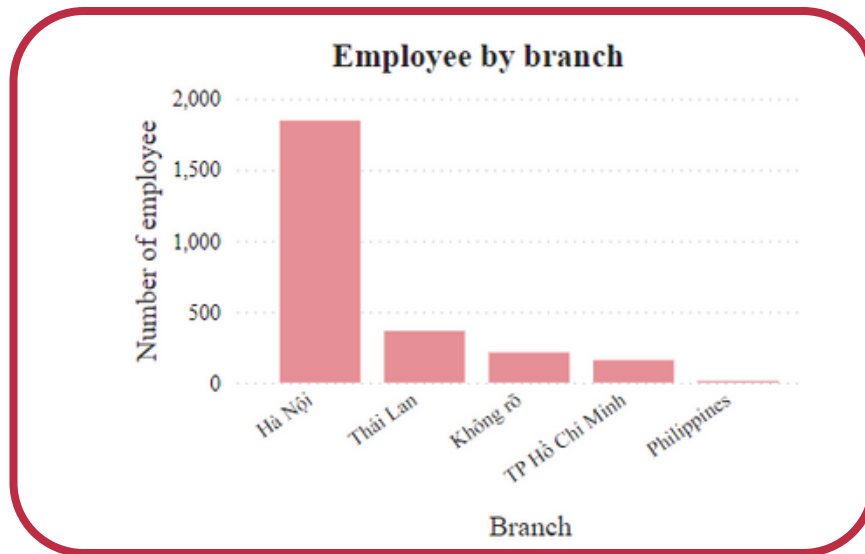


Employee by position



# REPORT OVERVIEW

## DISTRIBUTION OF EMPLOYEES BY COMPANY BRANCH



### Domestic

Hanoi: the largest branch,  
also the headquarters

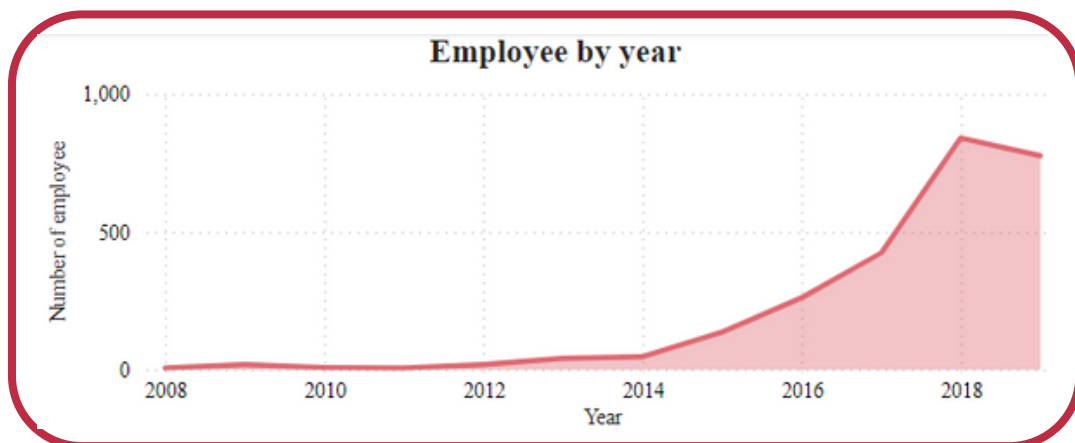
Ho Chi Minh City

### International

Thailand: the first  
international branch

Philippines

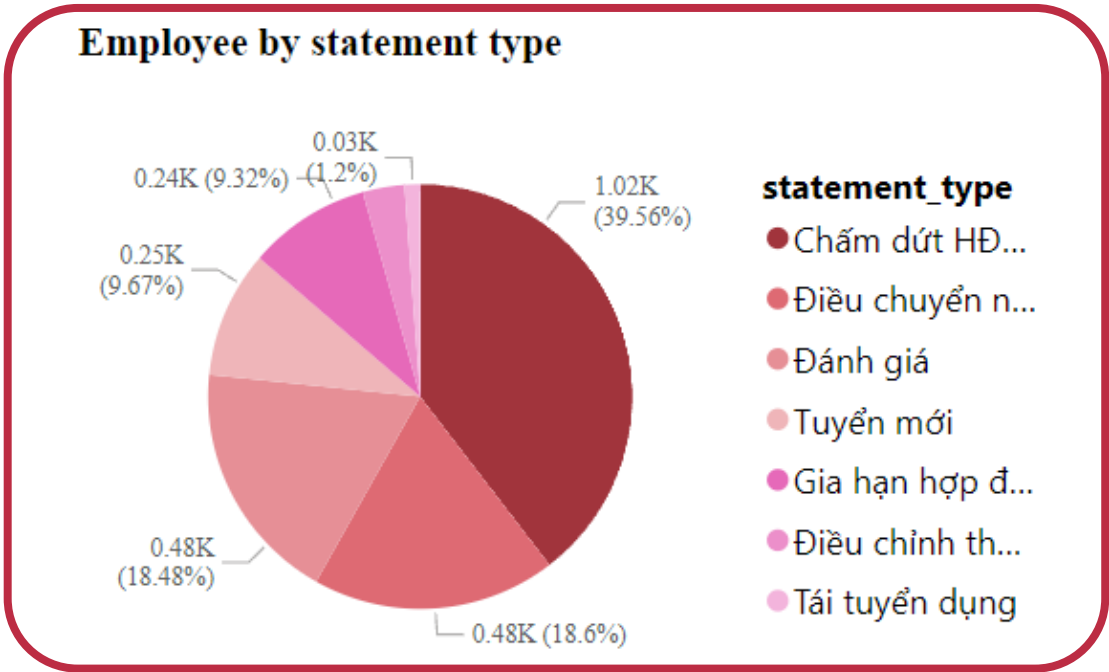
## EMPLOYEE DISTRIBUTION OVER TIME



- **From 2008 to 2013:** Initial phase, very low employee growth with less than 100 employees by 2013.
- **From 2013 to 2016:** Expansion phase, the company grew from 41 employees in 2013 to 261 employees in 2016.
- **From 2016 to 2019:** Special development phase, many new branches were established, particularly in Thailand and Ho Chi Minh City.

# DASHBOARD OVERVIEW

## EMPLOYEE STRUCTURE BY STATEMENT TYPE



### CONTACT TERMINATION

1,023 employees have left the company, due to various reasons such as unilateral resignation by the employee, termination by the company, or mutual agreement.

### INTERNAL TRANSFER

481 employees have been transferred within the company. This may be due to restructuring to increase work efficiency.

### NEW RECRUITMENT

250 employees were newly hired, possibly to compensate for those who left or for other reasons.

### CONTRACT RENEWAL

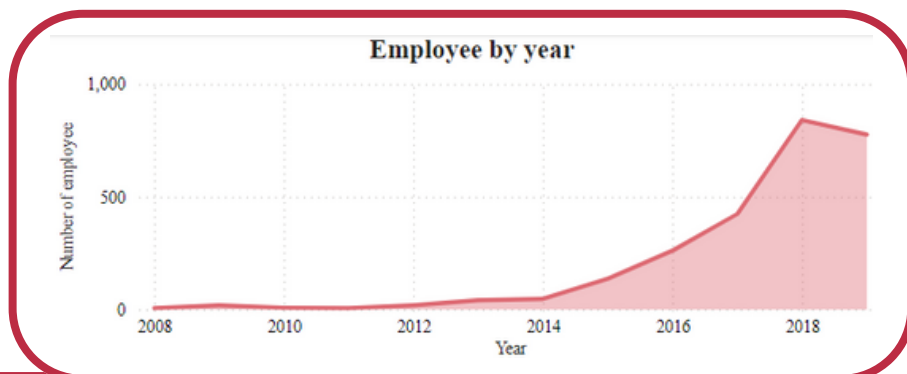
2241 employees had their contracts renewed. This could be due to their demonstrated capabilities and work efficiency.

### RE-RECRUITMENT

31 employees were invited back to work by the company. These employees may have left to pursue master's or doctoral studies abroad.

# DETAILS ON RESIGNATION STATUS

The resignation rate is directly proportional to the growth rate of the company's employee count.



Rapid expansion has placed significant pressure on current management systems, company culture, and maintaining employee motivation.

## 01. Initial Phase (2008 - 2013)

Employee growth was very low. At the same time, the number of resignations during this period was also very low.

=> The company was focusing on building a solid foundation, processes, and corporate culture.

## 02. Expansion Phase (2013 - 2016)

Growth in both employee numbers and resignations. Specifically, from 8 people (2013) to 104 people (2016).

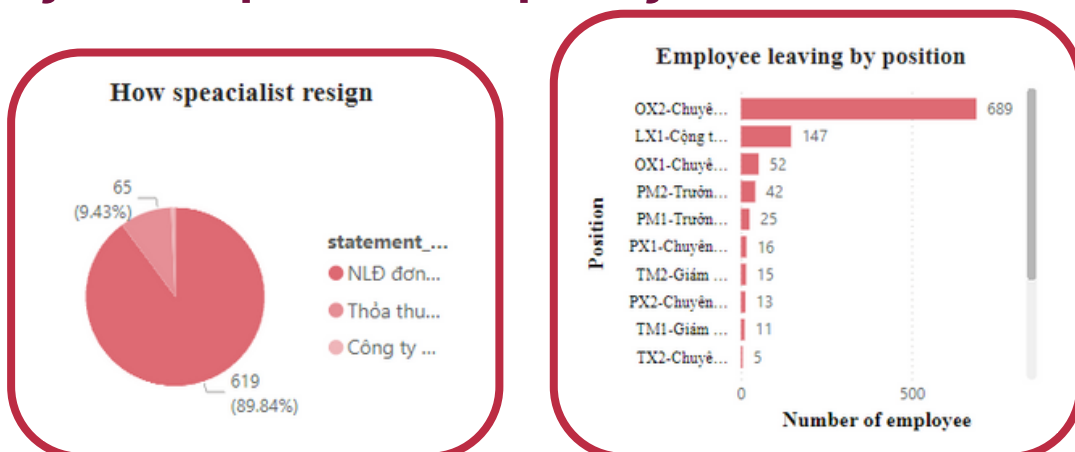
=> The company began to face challenges in managing and retaining employees during rapid expansion.

## 03. Special Development Phase (2016 - 2019)

Employee numbers grew rapidly from 2016 to 2018 and slightly decreased in 2019. However, the number of resignations also increased significantly during this period, from 104 people (2016) to 377 people (2018).

=> This may indicate that rapid growth created significant pressure on the HR management system, leading to a high resignation rate.

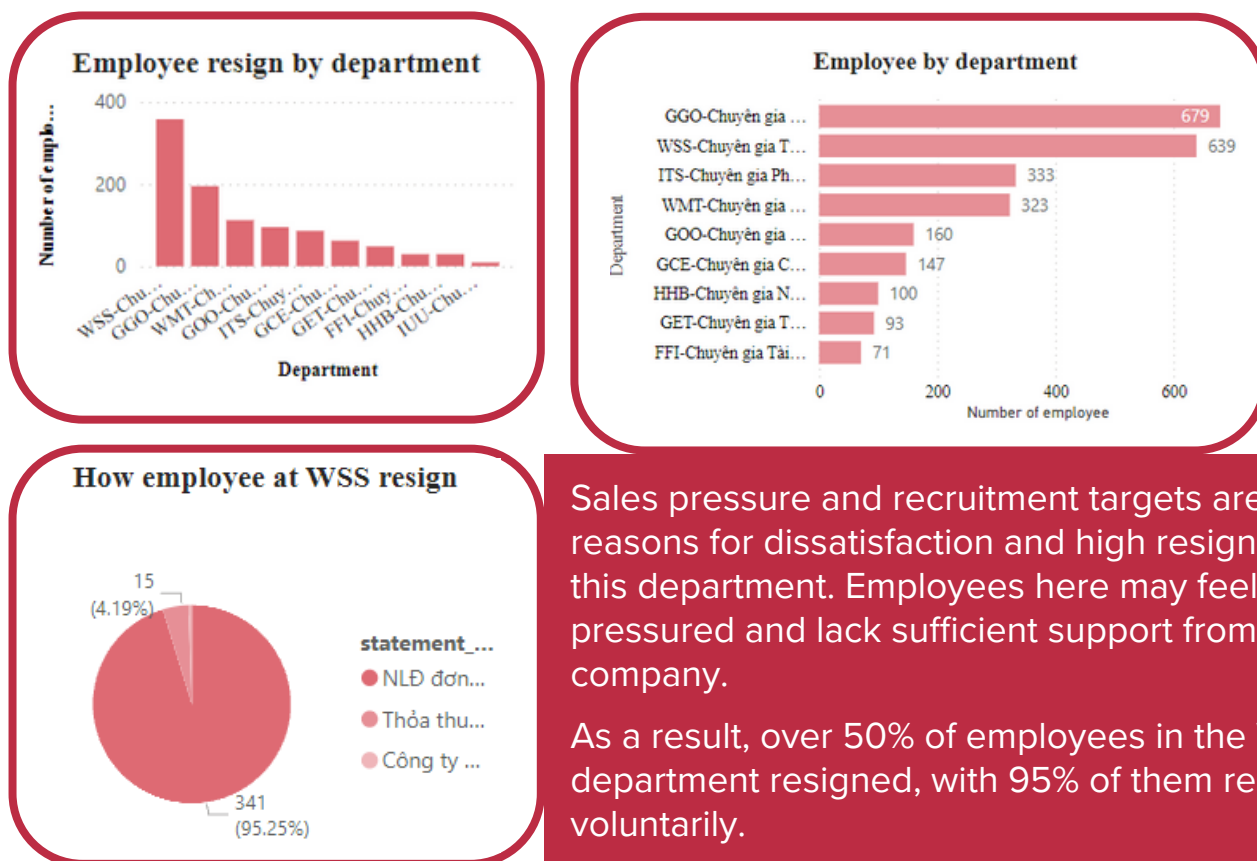
## Specialists are the most dissatisfied with the company's compensation policy



A total of 689 specialists (accounting for 67.35% of the total number of resignations) indicates that this group is the most dissatisfied with the company's compensation policy and working environment.

Specialists often have to handle a large workload and high pressure. Therefore, a high resignation rate is not surprising. However, among the 689 specialists, 90% resigned unilaterally, further demonstrating that they felt oppressed and neglected by the company.

## WSS Department struggles to retain employees



Sales pressure and recruitment targets are the main reasons for dissatisfaction and high resignation rates in this department. Employees here may feel excessively pressured and lack sufficient support from the company.

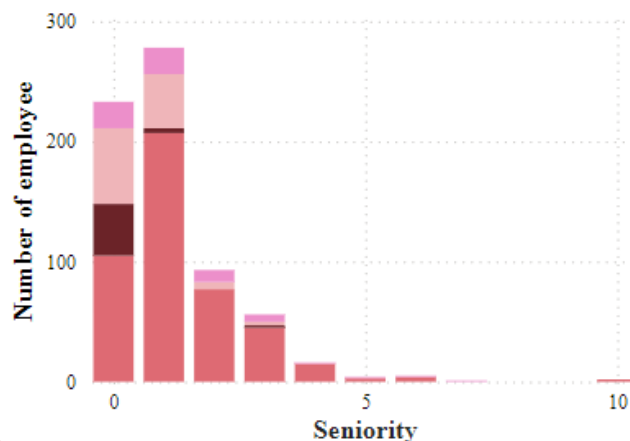
As a result, over 50% of employees in the WSS department resigned, with 95% of them resigning voluntarily.

# DETAILS ON RESIGNATION STATUS

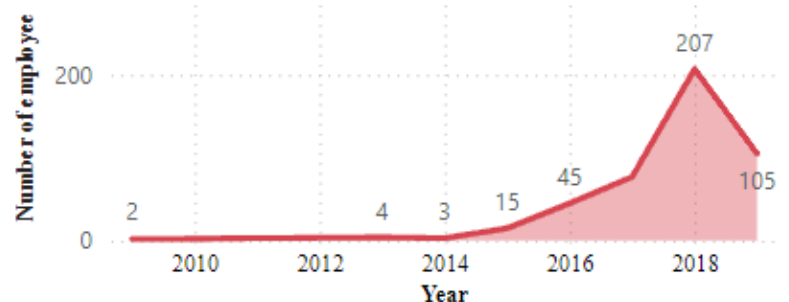
Branches with more employees have a higher resignation rate

Employee resign by branch and seniority

Branch ● Hà Nội ● Không rõ ● Thái Lan ● TP Hồ Chí Minh



Employee resign of Ha Noi branch by year



The highest resignation rate is among employees with less than 2 years of tenure.

- Tenure under 1 year: 299 people, with Hanoi alone accounting for 159 people.
- Tenure of 1 year: 377 people, with Hanoi making up about 79%.

=> New employees face many difficulties in adapting and feeling satisfied with their jobs at the Hanoi branch.

Hanoi consistently has the highest resignation rate compared to the total number of employees across the company each year.

The significant increase in resignations, especially in 2018, suggests there may have been an increase in job pressure or the working environment was no longer suitable.

=> Hanoi, while being the branch with the most employees, is also the branch where new employees find it hardest to adapt and get accustomed to the company.





# CONCLUSION

## SENIORITY

The resignation rate is primarily concentrated among employees with less than 2 years of tenure. The longer the tenure, the lower the resignation rate

## POSITION

Specialists resign due to high work pressure, lack of promotion opportunities, or benefits not meeting their expectations. Meanwhile, full-time collaborators may leave due to the unstable nature of the job and insufficient benefits.

## RESIGNATION MONTH

January has the highest number of resignations, followed by May.

## METHOD OF RESIGNATION

89% of employees resign due to unilateral decisions, 10% resign through mutual agreement, and 1% are unilaterally terminated by the company.

### Proposed Improvement

- Improve Reward and Benefit Policies
- Create Career Development Opportunities
- Enhance Employee Communication and Engagement
- Adjust Company Culture
- Provide Management Skills Training and Development

