Employees Attrition

Dashboard Case Study

Teleperformance
each interaction matters

Problem statement

Employee attrition refers to the rate at which employees leave an organization, whether voluntarily or involuntarily. High attrition can lead to increased recruitment and training costs, reduced organizational knowledge, and lower morale among remaining staff. Addressing attrition involves identifying its causes and implementing strategies to improve employee satisfaction and retention.

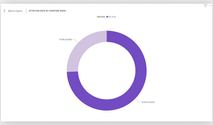
Objective of the Solution

understand the underlying causes of employee turnover, identify patterns or trends, and assess the impact on the organization. This analysis aims to provide insights that can inform strategies to reduce attrition, improve employee engagement, and enhance retention by addressing the root causes of dissatisfaction and improving organizational practices.

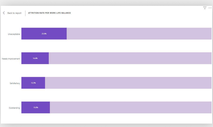
The current employee attrition rate stands at 16.12%, indicating a moderate level of turnover within the organization. This figure highlights the need for targeted strategies to improve retention and address potential causes of employee dissatisfaction.

The highest attrition rate is observed among Sales Representatives, with a significant rate of 28.4%. This suggests that targeted retention strategies are particularly needed for this role to reduce turnover and improve employee satisfaction.

Employees who work overtime have a higher attrition rate of 30.53%, indicating that extended working hours may contribute to burnout or dissatisfaction. This highlights the need to assess workload balance and consider strategies to manage overtime and improve work-life balance.



The attrition rate for employees reporting poor work-life balance is 23.8%, which reflects an unacceptable level of turnover in this category. This highlights the critical need to address work-life balance issues to reduce attrition and improve employee retention.



The attrition rate for employees under the age of 25 is significantly high at 39.1%. This suggests that younger employees may face unique challenges or dissatisfaction that contribute to their higher turnover, requiring targeted strategies to improve retention within this age group.

Recommendations

Based on the analysis of attrition rates, several recommendations can be made to address the identified issues:

1. Focus on Sales Representatives: With the highest attrition rate of 28.4%, it's crucial to identify specific challenges faced by Sales Representatives. Consider enhancing training, improving compensation packages, and providing career growth opportunities to increase job satisfaction and retention.

2. Address Overtime Issues: The 30.53% attrition rate among employees working overtime suggests that burnout may be a significant concern. Implement strategies to manage workload more effectively, such as better scheduling, offering flexible working hours, or introducing wellness programs to help employees manage stress.

3. Improve Work-Life Balance: With Attrition Rate 23.8% of employees dissatisfied with their work-life balance, it's important to promote a healthier work environment. Offer flexible working hours, remote work options, and encourage managers to foster a supportive work culture that respects personal time.

4. Target Younger Employees (Under 25): The 39.1% attrition rate among employees under 25 indicates a need for tailored retention strategies for this age group. Focus on career development opportunities, mentorship programs, and creating a more engaging workplace to retain younger talent.

By addressing these key areas, the organization can reduce attrition and improve employee engagement across different roles and demographics.

UI Design

Snapshot

Thank You