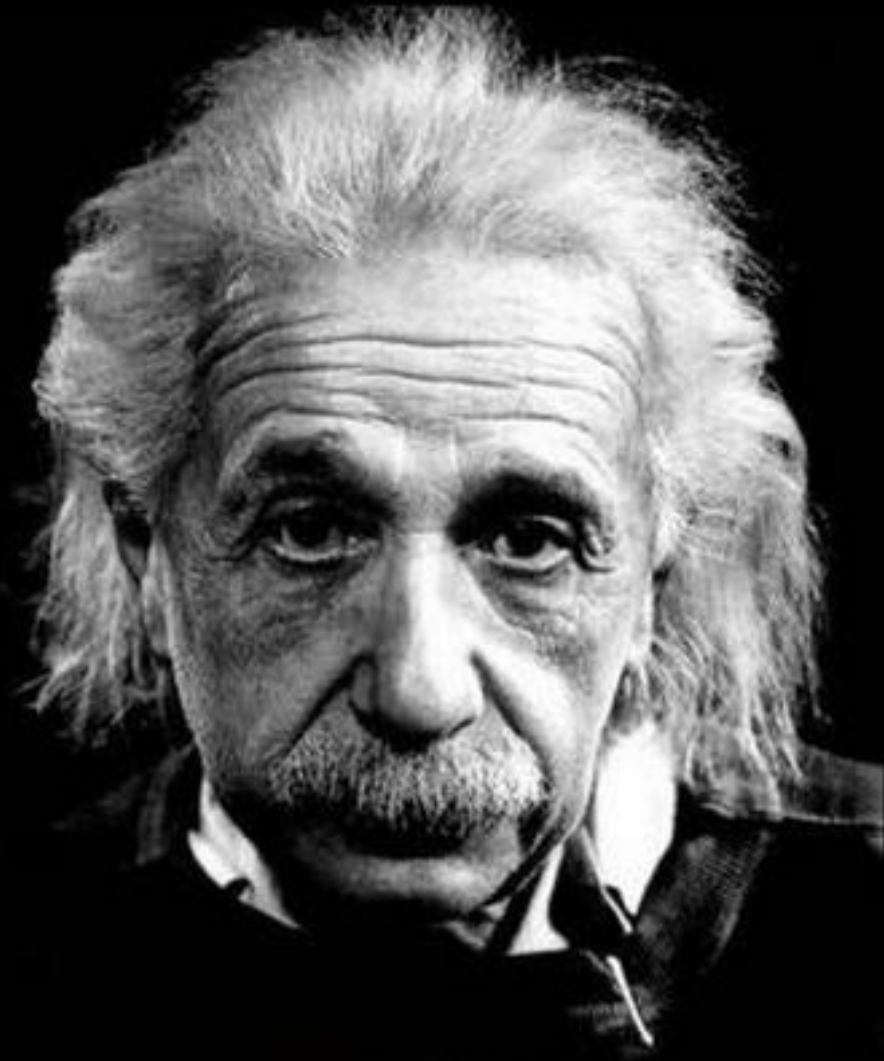




Understanding business problem

HR Analytics

ISMATUL MAULA



~Albert Einstein

“If I had an hour to solve a problem I'd spend 55 minutes thinking about the problem and 5 minutes thinking about solutions”



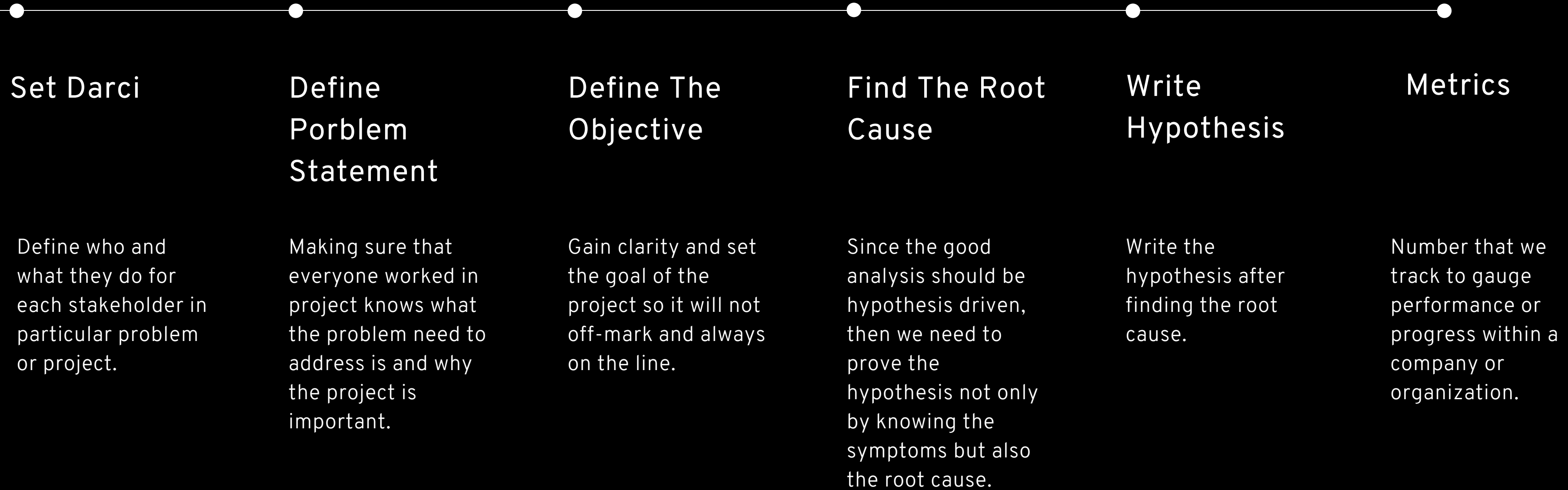
Business Case

A large company named XYZ Ltd is facing serious problem related to employee. Currently **the attrition rate is 15% every year** from total 4000 employees. It impacts vacant position need to be replaced with new talents.

Hence the HR management asked Data Team **to find what factors they should focus on to reduce the attrition rate.** They want to know **what strategies should be implemented on the workplace in order to get most of the employees stay.**



Framework



SET DARCI

Define who and what they do for each stakeholder in particular problem or project.

Decider



**Chief of Human
Resource Officer**

The ultimate
decision
maker.

Accountable



**Chief of Data
Officer**

Person who is
accountable
for making the
project
happen.

Responsible



Data Analyst

Person who is
responsible for
doing the work
on the project.

Consulted



**Head of HR and
Head of Data**

Person whom
input is
solicited.

Informed

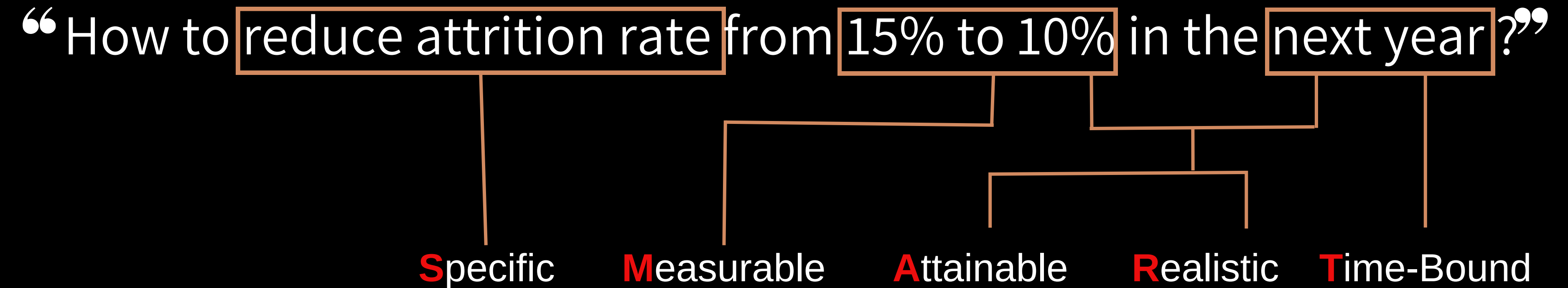


**HR manager,
CMO,COO**

Person who
will kept be
informed of
relevant
development.

DEFINE PROBLEM STATEMENT

A good problem statement should be MECE (mutually exclusive, collectively exhaustive) and SMART in order to define a set of criteria that are easy to understand and to know when they have been fulfilled.

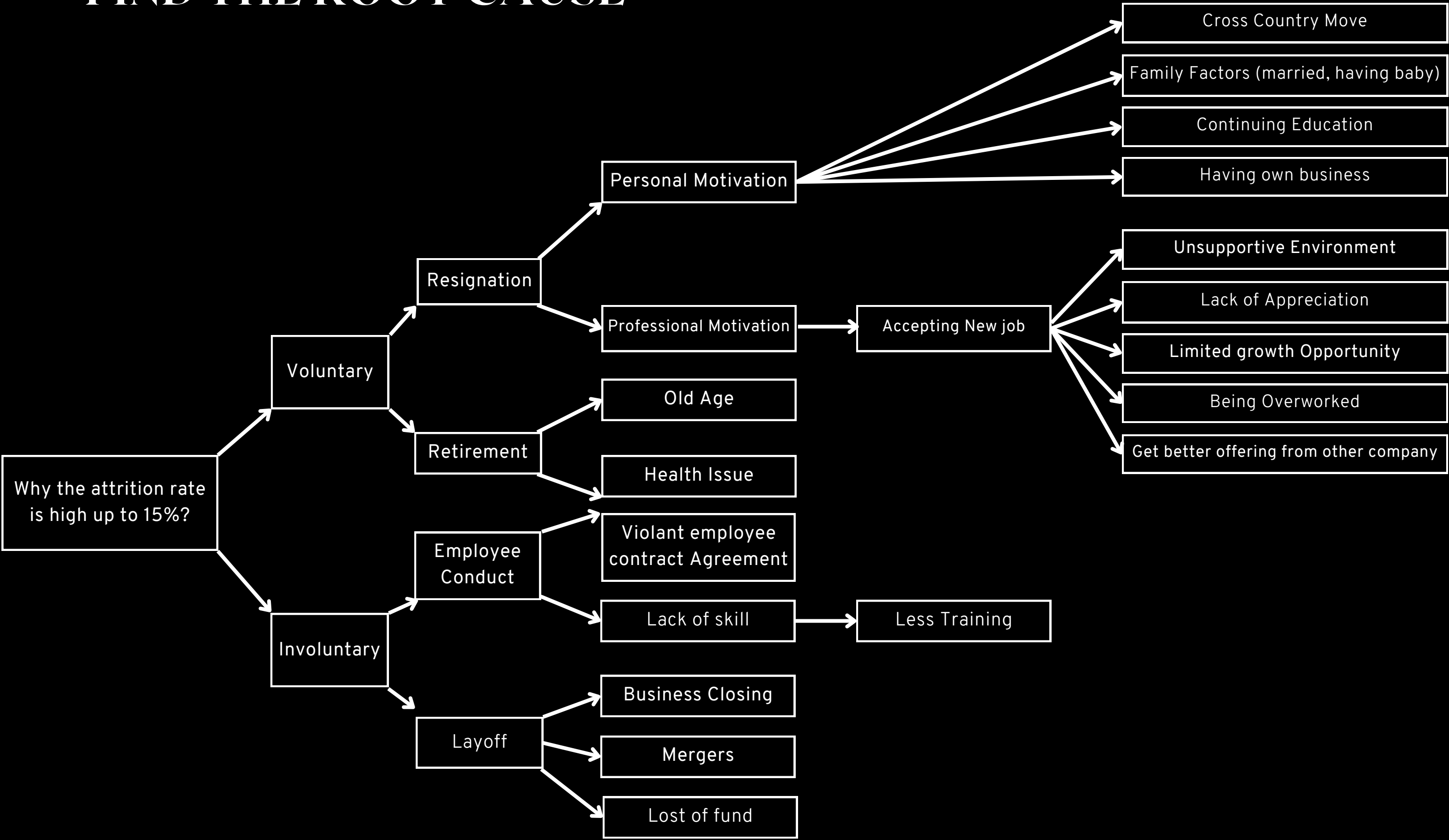


DEFINE OBJECTIVE

Gain clarity and set the goal of the project so it will not off-mark and always on the line.

“Find the factors and strategies that can reduce the attrition rate from 15% to 10% in the next year.”

FIND THE ROOT CAUSE



WRITE THE HYPOTHESIS

Write the hypothesis according to its prioritizations.

HIGH

There are 860 employee answering "low" for job satisfaction level

Lack of Appreciation
If HR can properly measure the employee performance, then job satisfaction can increase from "low" to "High" or "very High" so that it can reduce the attrition rate from 15% to 10%.

There are 845 employee answering "low" for environment satisfaction level

Unsupportive Environment
If HR can handle and fix unsupportive environment, then the level of environment satisfaction and relationship satisfaction level of employee can improve from "low" to "High" or "Very High" so that it can reduce the attrition rate from 15% to 10%

There are 239 employee answering "low" for work life balance level

Being Overworked
If HR team implement better work life balance strategies, then the employee will change their work life balance level from "bad" to "better" or "best" thus the attrition rate can reduce from 15% to 10% next year.

MID

Limited Growth Opportunity
If HR team can properly asses the employee potential, then the employee will be more productive and stay longer in organization so that the attrition rate can reduce from 15% to 10% next year.

MID

Less Training
If HR team can give better and effective training for employee, then perfomance level can increase from "low" to "excellent" ot "outstanding" so that it can reduce the attrition rate from 15% to 10%

METRICS

HIGH PRIORITY

Lack of Appreciation

Metrics

- Employee satisfactions rate
- Employee Net Promotor Net (eNPs)

Reason

- Using these metric in order to know how satisfied and feeling happy the employee working in the company.
- To know how likely the employee recommended the organizations to others

Unsupportive Environment

Metrics

- Retention rate per manager

Reason

- Classifying the number of attrition based on department or manager can identify which department has responsible for high rate of retribution and the HR can consider the management of department.

Being Overworked

Metrics

- Weekly Overtime Hours

Reason

- By tracking the overtime hours per week of employee concerns who have been working overtime and most often, as well as payroll costs and any legal limits concerned with overtime.

Limited Growth Opportunity

Metrics

- Employee performance and potential review score

Reason

- Giving self-assessments, peer reviews, manager assessments, or a combination of all three to categorize employees according to their performance and potential levels for better succession and leadership planning

Less Training

Metrics

- Training Completion Rate

Reason

- Giving pre-test and post-test then grading the score during training. For employee who get score more than 80 is passed the training.

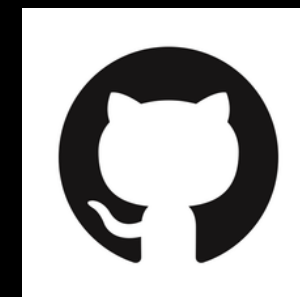
THANK YOU



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maismaula01@gmail.com



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